



Legislation Text

File #: O-033-20, **Version:** 1

DPUAMENDTMC933
Utilities Administration
Edward Moore (x1845)
(Revised)

Amending the Toledo Municipal Code by repealing Chapter 933.10(a) and replacing it with a new Chapter 933.10(a) and enacting a new Chapter 933.10(c), Customer Assistance Program; and declaring an emergency.

SUMMARY & BACKGROUND:

This ordinance modifies an old Customer Assistance Program by adjusting terms for small loans and adds grants. Specifically, existing Chapter 933.10(a) provides loans to property owners who qualified under the Home Energy Assistance Program (HEAP) for leaks in lateral iron pipes. The new modifications replace former subsection (a) by relaxing the HEAP requirement and identifying lead lateral service lines. Subsection (b) will remain unchanged. The ordinance additionally seeks to add a grant section via subsection (c) for customer assistance in paying water bills to avoid termination of service, subject to appropriate funding allocations.

The fiscal impact of this ordinance is as follows:

- The amount of funds requested: none
- The expenditure budget line item: n/a
- New revenue generated (operational revenue, grants, if any): n/a
- Revenue budget line item (if any): n/a
- Are funds budgeted in the current fiscal year (yes/no)?: n/a
- Is this a capital project (yes/no)?: no
- If yes, is it new or existing (new/existing)?: n/a
- What section of the City's Strategic Plan does this support:
 - o Excellence in Basic Services (yes/no) no
 - o Quality Community Investment (Livable City, Development) (yes/no) no
 - o Workplace Culture & Customer Service (yes/no) yes

- o Environment (yes/no) yes

NOW, THEREFORE, Be it ordained by the Council of the City of Toledo:

SECTION 1. That Toledo Municipal Code Chapter 933.10(a) which reads as follows:

933.10. Customer assistance program.

(a) The Director of Public Utilities may establish a customer assistance program that provides loans in an amount not to exceed \$1,500 to Toledo residential water and sewer customers facing economic hardship relating to repairs or re-construction of utility facilities. The Director shall have the discretion to set or waive the collection of interest on such loans and to establish the duration of the payment agreement depending upon the needs of the customer. The program shall be limited to customers who qualify under the financial guidelines established by the Home Energy Assistance Program (HEAP).

is repealed.

SECTION 2. That a new Toledo Municipal Code Chapter 933.10(a) is enacted to replace the former, to read as follows:

933.10. Customer Assistance Programs.

The Director of Public Utilities may establish Customer Assistance Programs to provide loans for private lead service line replacement and grants to assist low-income customers in paying water bills to avoid disconnection.

(a) The Department of Public Utilities may provide loans in an amount not to exceed \$2,000 to Toledo residential water customers for the replacement of private lead service lines. Private lead service lines are the water pipes that run from the home to Toledo's curb box. The Director shall waive the collection of interest on such loans and establish the duration of the loan payments, which will be itemized on the utility bills, depending upon the needs of the customer. The program shall be operated on a first come first served basis, annually, while funds remain available. Applicants unable to be served in one year will be eligible for the next round of annual funding based on the date of application.

SECTION 3. That a new Toledo Municipal Code Chapter 933.10(c) is enacted, to read as follows:

- a. (c) The Director of Public Utilities may establish a low-income customer assistance grant program that provides a grant in an amount not to exceed \$250 to qualifying Toledo residential water, sewer and storm water customers facing termination of service. The program shall be limited to single-metered consumers whose household income is at or below 200% of the Federal Poverty Level, based on income and size of household as established by the Federal Poverty Guidelines. Funding shall be provided no more than once every two years to qualified customers on a first-come first-served basis while funding allocated for this purpose remains available.

SECTION 4. That this Ordinance is declared to be an emergency measure and shall be in force and effect from and after its passage. The reason for the emergency lies in the fact that the same is necessary for the

immediate preservation of the public peace, health, safety and welfare, and for the further reason that the ordinance must be immediately effective in order to amend existing and enact a new chapter for the customer assistance programs.

Vote on emergency clause: yeas 11 nays 0.

Passed: January 28, 2020, as an emergency measure: yeas 11, nays 0.

Attest:

Gerald E. Dendinger
Clerk of Council

Matt Cherry
President of Council

Approved:

January 28, 2020
Wade Kapszukiewicz
Mayor