



TUALATIN VALLEY
WATER DISTRICT

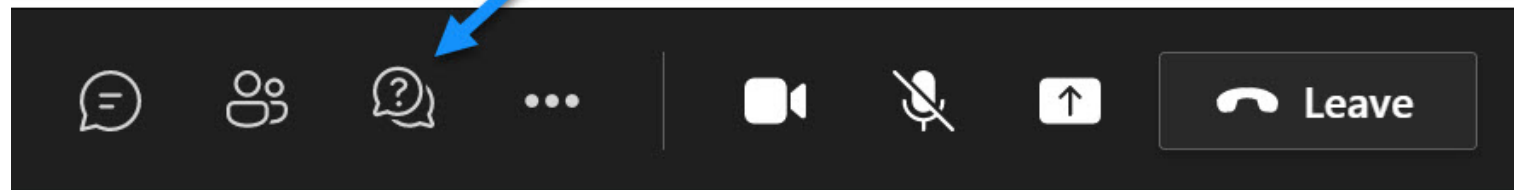
CUSTOMER EMERGENCY ASSISTANCE PROGRAMS

Talkin' Water

9-16-2021

VIRTUAL EVENT GUIDELINES

- Sessions are recorded.
- A Question and Answer opportunity will be provided after the presentation.
- You can submit your questions by typing your questions in the thought bubble with a question mark inside.



- TVWD operates in an inclusive and discrimination-free manner to serve all customers.
- Staff will publish questions and comments and may exclude participants who disrupt events.



HOST

Tom Hickmann, PE, Chief Executive Officer

Municipal Water

- Tualatin Valley Water District since August 1, 2019
- City of Bend – 14 years

Engineering Consultant

- David Evans and Associates
- MBK Engineers

PRESENTERS



Justin Dyke
Outreach and Engagement Coordinator



Sharie Ashbrook
Customer Care Specialist



Trisha Postma
Customer Service and Billing Lead

BILL ASSISTANCE PROGRAMS

TVWD.org/Help

TVWD recognizes that customers may experience financial hardships that limit their ability to pay a utility bill.

TVWD is returning to normal operations, including shutoffs and fees for customers who have not communicated and made arrangements to bring their bill to current status.

If you are struggling financially, you are not alone! We are here to help you.

ENHANCED CUSTOMER ASSISTANCE

Available through October 1

Customer Benefit

\$350 max. credit to past due water balance

Payment plan for any remaining balance

Limits of Use

One time use, not eligible for future assistance for 12 months

Program automatically ends October 1, 2021

Customer agrees to regular shutoff policy for non-payment or broken promise

Known leaks: do not qualify until proof of fix

Eligibility Requirements

80% median income per household size

- Or SSI, SNAP, TANF, WIC benefits

Single-family residential customer, receiving TVWD bill directly

Past due water balance

Must be a current district customer

Determination of eligibility

Self certification

Third-party verification (CAO)

CUSTOMER EMERGENCY ASSISTANCE

Available Starting October 2

Customer Benefit

Payment up to 28 CCF and fixed charge

- \$191.34 max. value as of Nov. 2020 rates
- Value to change with water rates

Payment plan for any remaining balance

Limits of Use

One use per 12-month period

Customer has a stated emergency

- For tracking purposes only

Program automatically suspends if funds deplete

- Prorated monthly

Eligibility Requirements

60% median income per household size

Single-family residential customer, receiving TVWD bill directly

Past due water balance

Must be a current district customer

Determination of eligibility

Third-party verification (CAO)

FLEXIBLE PAYMENT PLANS

Feasible Pay Plan:

- Allows customers the flexibility of their installment payment. Payment arrangement can be up to 2-years.
- Customer's pay their current charges by the due date every other month.
- Make an agreed upon installment payment the month they do not have a bill.

Example:

- Due date: Current Water, Sewer, Surface Water Management Charges
- Bi-monthly amount: As low as the total arrearage divided by 12.

Equal Pay Plan:

- Allows customers to pay the same amount monthly.
- We will average out the last 2-years of bills, add the arrearage, then divide by 24-months to pay off.
- We will reassess once a year to make sure payment amount will pay the balance in full by end of 24-months

Example:

- A customer with an arrearage balance of \$1,000. Over the last 2-years (12 billing cycles) the bill average is \$300. Customer can pay \$200 every month until arrearage is paid.

OTHER RESOURCES AVAILABLE

Community Based Assistance Programs

Community Action of Oregon (Washington County)

- CAO administers multiple aid programs
 - Oregon Emergency Rental Assistance Program (OERAP)
 - Low Income Home Energy Assistance Program (LIHEAP)
 - Housing stability

- St. Vincent de Paul Washington County
- Providence Community Resource Desk
- Care To Share

- Oregon Emergency Rental Assistance
- Oregon Department of Human Services, by dialing 2-1-1 or 211.org
- Low Income Household Water Assistance Program

YOUR TURN! ANY QUESTIONS?



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