New Section

24.10.065   Assistance with delinquent accounts - Neighbors helping neighbors program

A. The utilities department may assist low-income customers with the payment of delinquent accounts consistent with this section.

B. To be eligible to receive assistance under this section, the customer shall:

1. Be a direct billing customer;
2. Reside at the address receiving utility services;
3. Have a total household income at or below 50 percent of the area median income, consistent with BCC 24.10.030;
4. Have a delinquent account; and
5. Have submitted a completed application with proof of income and identification.

C. The maximum amount of assistance available under this section shall be limited to an amount equal to two months of basic utility service charges. The term "basic utility service charges" means the minimum charges inclusive of service charges and average winter volume charges as defined in BCC 24.10.020 (C), (D), and (E). An eligible customer may only receive assistance under this section once per year.

D. The assistance authorized under this section shall not be available to customers already enrolled in relief programs authorized under BCC 24.10.020.

Revised Existing Section

24.10.070   Donations ~~program~~

The City is authorized to accept donations ~~from the public~~ to provide utility assistance consistent with ~~under~~ this chapter. Such donations shall be used solely to fund ~~utilities service charge relief~~ the utility assistance programs authorized by this chapter.

24.10.080   Funding and program availability

The ~~rate relief~~ several assistance programs provided through this chapter ~~is~~ are contingent on the availability of sufficient funds to administer this chapter. The ~~City~~ utilities department may suspend ~~the~~ any ~~rate relief~~ assistance program~~s~~ authorized by this chapter in any given program year if sufficient funds are not available. Any assistance provided under this chapter shall be made on a first come, first served basis.