

CRESCENTA VALLEY WATER DISTRICT

2700 FOOTHILL BOULEVARD LA CRESCENTA, CALIFORNIA

Agenda for the Meeting of the Finance Committee of the
Crescenta Valley Water District

To be held on Tuesday, May 5, 2020 at 2:00 p.m.

Posted: Monday, May 4, 2020 at 1:00 p.m.

TELECONFERENCING NOTICE

[This meeting will be held by teleconference only.]

Pursuant to the provisions of Executive Order N-29-20 issued by Governor Gavin Newsom on March 18, 2020, the public may not attend the meeting in person.

Any member of the public may participate by listening or making comments using a touchtone phone. You may select any of the following phone numbers (there are more than one for increased reliability during this time of increased phone traffic)

(669) 900-6833

(346) 248-7799

(929) 205-6099

(253) 215-8782

(301) 715-8592

(312) 626-6799

Then, enter Access Code: 821 6524 4718

[Pursuant to the above Executive Order, the public may not attend the meeting in person.]

Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by contacting the District by phone or in writing at the above email address. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that District staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the District to provide the requested accommodation.

Call to Order

Adoption of Agenda

Action Item(s)

1. Discuss various potential measures to provide financial relief to customers.

Committee Members' Request for Future Agenda Items

Adjournment

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Attachment(s): CVWD Rules & Regulations – Amortization of Unpaid Balance and Senior Low-Income Discount; amortization form; senior low-income discount application; Executive Order N-42-20.

**CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BOULEVARD
LA CRESCENTA, CA 91214
818.248.3925
818.248.1659 FAX**

AMORTIZATION AGREEMENT

NAME:

ACCOUNT NUMBER:

SERVICE ADDRESS:

MAILING ADDRESS:

AMOUNT AMORTIZED:

The amortized amount is due for payment on January 15, 2020. By signing this agreement, I agree to make all payments in the amount indicated and by the due date on the payment schedule listed below. This agreement represents payment for one billing cycle only and I agree to pay all subsequent charges by their due date, or this agreement becomes null and void and water service will be subject to termination for nonpayment. Further, this agreement is not subject to modification or incorporation into another agreement. This agreement must be paid in full before any additional agreement will be considered.

PAYMENT SCHEDULE (NOT TO EXCEED 12 MONTHS)

<u>DATE DUE</u>	<u>AMOUNT DUE</u>	<u>DATE PAID</u>
1. 01/15/20	\$95.78	
2. 02/15/20	Regular payment	
3. 03/15/20	\$95.78	
4. 04/15/20	Regular payment	
5. 05/15/20	\$95.78	
6. 06/15/20	Regular payment	
7. 07/15/20	\$95.78	
8. 08/15/20	Regular payment	
9. 09/15/20	\$95.78	
10. 10/15/20	Regular payment	
11. 11/15/20	\$95.74	

SIGNATURE OF APPLICANT

DATE SIGNED:

PREPARED BY:
Wendy Holloway

DATE:
12/11/2019

APPROVED BY:

DATE:

SENIOR LOW-INCOME DISCOUNT APPLICATION FORM

CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BOULEVARD
LA CRESCENTA, CA 91214
818-248-3925

APPLICANT NAME: _____
LAST FIRST INITIAL

ADDRESS: _____
CITY/ZIP CODE: _____ CVWD ACCOUNT NUMBER

HAS THIS ACCOUNT BEEN IN THE ABOVE APPLICANT'S NAME FOR THE PAST SIX MONTHS? YES ___ NO ___

PROOF OF AGE (62 YEARS OR OLDER)

PLEASE PROVIDE BIRTH CERTIFICATE, DRIVER'S LICENSE, MEDICARE CARD, OR BAPTISMAL CERTIFICATE

DATE OF BIRTH: _____ AGE: _____
MONTH DAY YEAR

INCOME:

PROOF OF INCOME: INCOME TAX FORMS OR OTHER PROOF OF HOUSEHOLD INCOME IS REQUIRED

NAME AND RELATIONSHIP TO APPLICANT FOR ALL MEMBERS IN HOUSEHOLD

NAME	(SELF, CHILD, SPOUSE, GRANDCHILD, RENTER/TENANT)	AGE	INCOME
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____
_____	_____	_____	\$ _____

TOTAL APPLICANT AND HOUSEHOLD MEMBER(S)' INCOME: TOTAL \$ _____

I HEREBY DECLARE UNDER PENALTY OF PERJURY THAT ALL INFORMATION SUBMITTED WITH THIS APPLICATION IS TRUE TO THE BEST OF MY KNOWLEDGE AND BELIEF.

SIGNATURE OF APPLICANT

DATE

APPROVED BY (CVWD)

DATE

SENIOR LOW-INCOME DISCOUNT APPLICATION FORM

CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BOULEVARD
LA CRESCENTA, CA 91214
818-248-3925

WHO IS ELIGIBLE?

You may be eligible for the Senior Low Income discount if:

- (1) You are 62 years of age or older; and
- (2) Your **total household** income did not exceed \$30,000 for the prior calendar year; and
- (3) The account has been in your name for at least the six months prior to application; and
- (4) Are you are a permanent resident of this property? YES _____ NO _____

WHAT IS COUNTED AS INCOME?

All income received in the prior calendar year, including but not limited to: Social Security, interest income, salaries, wages, pensions, rents, commissions, and capital gains, for all members of the household.

HOW DO YOU APPLY?

If you meet the requirements stated above, you must complete the form on the reverse side. Please bring to the District office:

1. The completed form; and
2. Proof of age (or copies); and
3. Most recent copies of the Federal and State income tax forms or other proof of household income for **all** members of the household.

WHAT IS THE DISCOUNT?

Approved applicants will receive a 20% reduction on their bills effective the first full billing period following District approval. The 20% discount applies to wastewater charges, service charges, and the first 26 billing units of water per billing cycle. Usage over 26 billing units of water per billing cycle will be billed at standard rate.

DO I EVER NEED TO RE-APPLY?

The account will receive the discount as long as the qualifying status does not change. However, you must re-apply no later than **two (2) years** from the approval date to continue this discount. It will be the customer's responsibility to re-apply or to notify the District of any changes in your account status which may affect eligibility.

- B. Service Charge:** The monthly service charge is a "readiness to serve" charge, and depends on the size of a Customer's meter, and is fixed regardless of the quantity of water consumed. Current rates are set forth in Appendix E.
- C. Quantity Rates:** The quantity rate is applied to the Customer's water consumption. Customers shall be held responsible and charged for all water passing through their meters. Current applicable rates are set forth in Appendix E.
- D. Out of the District Service:** Customers located outside of the District may be charged rates for water service that are different than those charged to Customers within the District, based upon the reasonable cost to the District of providing service to property outside its service area, as determined by the Board from time to time. Said rate difference may be imposed on the Service Charge or Quantity Rate as set forth in Appendix E.
- E. Senior Low Income Discount:** A residential Customer of the District who is a low income senior citizen that resides on the property and who has been the named account holder on the records of the District for the prior six months is eligible for a 20% discount on the combined bill for water, wastewater and/or wastewater standby charges.
1. "Low income senior citizen" means a person age 62 or older whose total gross household income did not exceed \$30,000 for the prior calendar year. "Income" means all income received in the prior calendar year, including but not limited to social security, interest income, salaries, wages, pensions, rents, commissions, and capital gains.
 2. The discount becomes effective for the first full billing period following approval of an application in a form prescribed by the District. Applicants must sign the form under penalty of perjury and must furnish proof of age satisfactory to the District, and proof of total household income, including federal and state income tax returns for the prior year, or if no tax return was filed, other proof of total household income satisfactory to the District.
 3. Decisions on any questions concerning eligibility for the discount shall be made by the General Manager. Applicants shall have the right to appeal adverse determinations to the Board of Directors. Appeals shall be in writing and delivered to the District within 10 days following the General Manager's decision.
 4. Once an application is approved, the Customer shall receive a 20% discount on future bills as long as the Customer continues to be eligible. The 20% discount applies to wastewater charges, service charges, and the first 26 billing units of water per billing cycle. Usage over 26 billing units of water per billing cycle will be billed at standard rate. It shall be the duty of the Customer to advise the District if the Customer becomes ineligible for the discount. The Customer must reapply for the discount every two years in order to retain eligibility.
- F. Miscellaneous Charges:** In order to recover the cost associated with late payments, disconnections and other damages sustained by the District, the specified items listed below are charged to Customers; the dollar amounts associated with each item are determined by the Board and set forth in Appendix C.

1. **Fast Meters:** The District will credit to the Customer account the Meter Test Deposit, if applicable, and the amount of the overcharge based on corrected meter readings of the period the meter was in use and determined to be incorrect, but not to exceed a period of six months.
2. **Slow Meters:** The District may bill the Customer, at its option, for the amount of the undercharge based upon corrected meter readings for the period the meter was in service and determined to be incorrect, but not to exceed a period of six months.
3. **Non-Registering Meters:** The District may bill the Customer according to an estimate of water consumed while the meter was not registering, but not exceeding a period of six months. This estimate will be based on the Customer's prior use during the same season of the previous year if conditions were unchanged during the year, or on a reasonable comparison of consumption of other similar Customers during the same period.
4. **General:** If the meter error is caused by some event, the date of which can be determined, then the billing adjustment will be made for the period of time since the date of such event; such a period may exceed the six-month limitation for fast, slow, or non-registering meters, as stated in 1 through 3 above.

I. **Amortization of Unpaid Balance:** Any Customer who is unable to pay for water service within the normal payment period may request amortization of the unpaid balance over a period not to exceed twelve months. The District will consider all circumstances surrounding the request, and make a determination as to whether amortization is warranted.

1. **Certification by Physician:** Where a licensed physician certifies that the termination of service will be life-threatening to the Customer, and the Customer certifies that he or she is unable to pay for the service within the normal payment period and is willing to enter into an amortization agreement, the Customer may request, in writing, a 12-month amortization payment plan. In such instance the District is obligated to enter into an amortization plan.
2. **Amortization Payment Plan:** Upon confirmation of the doctor's certification and/or approval of the request, an amortization plan will be entered into between the District and the Customer. The plan will amortize the unpaid balance over 12 months, with payments added to the Customer's regular bill.

The Customer will be charged an administrative fee representing the cost to the District of initiating and administering the plan, and the plan shall include a charge for interest of ten percent (10%) per annum or the maximum legal rate, whichever is lower, on the unpaid balance. The current form of Amortization Agreement is included in Appendix C.

3. **Compliance with Plan:** The Customer must comply with the amortization plan and remain current as charges accrue in each subsequent billing period. The Customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an amortization plan. Failure to comply with the terms of an amortization plan will result in a Final Notice.

**EXECUTIVE DEPARTMENT
STATE OF CALIFORNIA**

EXECUTIVE ORDER N-42-20

WHEREAS on March 4, 2020, I proclaimed a state of emergency to exist in California as a result of the threat of COVID-19; and

WHEREAS it is the established policy of the State under Water Code section 106.3 that every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes; and

WHEREAS to limit the spread of COVID-19 it is crucial that Californians wash their hands regularly and thoroughly; and

WHEREAS many Californians are experiencing or will experience substantial losses of income as a result of business closures, the loss of work hours or wages, or layoffs related to COVID-19, which may hinder their ability to make payments for water service and subject them to water shutoffs due to non-payment; and

WHEREAS many small businesses that provide services essential to the health and well-being of Californians have experienced substantial reductions in income, which may hinder their ability to make payments for water service and subject them to water shutoffs due to non-payment; and

WHEREAS the California Public Utilities Commission has directed private water utilities under its jurisdiction to implement customer service protections, including a moratorium on service disconnections, during the COVID-19 emergency; and

WHEREAS more than 100 public and private water systems have voluntarily agreed to halt disconnections as well; and

WHEREAS under the provisions of Government Code section 8571, I find that strict compliance with the various statutes and regulations concerning water shutoffs specified in this order would prevent, hinder, or delay appropriate actions to prevent and mitigate the effects of the COVID-19 pandemic.

NOW, THEREFORE, I, GAVIN NEWSOM, Governor of the State of California, in accordance with the authority vested in me by the State Constitution and the statutes of the State of California, and in particular, Government Code sections 8567, 8570, 8571, and 8627, do hereby issue the following order to become effective immediately:

IT IS HEREBY ORDERED THAT:

- 1) The authority of urban and community water systems, as defined in Health and Safety Code section 116902, subdivision (d), to discontinue residential service, as defined in Health and Safety Code section 116902, subdivision (c), for non-payment under Health and Safety Code sections 116908 and 116910, is suspended.
- 2) Water systems not subject to the requirements of Health and Safety Code sections 116908 and 116910 shall not discontinue residential

service, as defined in Health and Safety Code section 116902, subdivision (c), for non-payment.

- 3) Water systems shall restore any residential service to occupied residences that has been discontinued for nonpayment since March 4, 2020.
- 4) Water systems shall not discontinue service to any business in the critical infrastructure sectors designated by the State Public Health Officer as critical to protect the health and well-being of all Californians that qualifies as a small business under 13 C.F.R. § 121.201 of the Small Business Administration's regulations.
- 5) The State Water Resources Control Board shall identify best practices, guidelines, or both to be implemented during the COVID-19 emergency (i) to address non-payment or reduced payments, (ii) to promote and to ensure continuity of service by water systems and wastewater systems, and (iii) to provide measures such as the sharing of supplies, equipment and staffing to relieve water systems under financial distress.

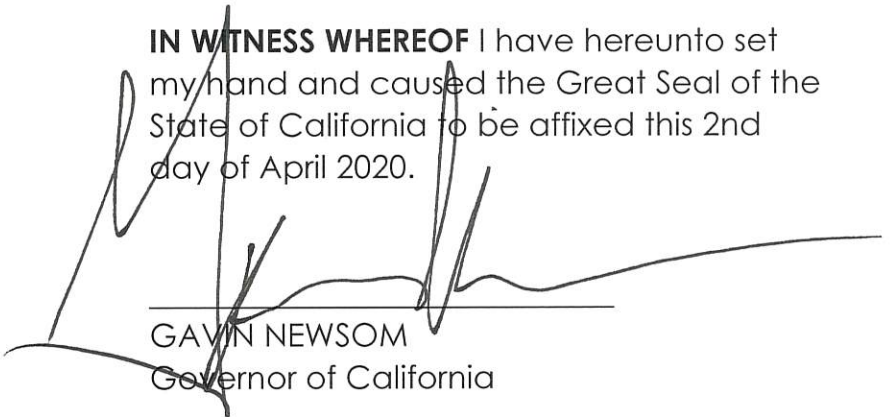
Nothing in this Order eliminates the obligation of water customers to pay for water service, prevents a water system from charging a customer for such service, or reduces the amount a customer already may owe to a water system.

Nothing in this Order modifies the obligations of urban and community waters systems to comply with provisions of the Water Shutoff Protection Act not specifically addressed by this Order or other applicable laws, regulations, and guidelines.

IT IS FURTHER ORDERED that as soon as hereafter possible, this Order be filed in the Office of the Secretary of State and that widespread publicity and notice be given of this Order.

This Order is not intended to, and does not, create any rights or benefits, substantive or procedural, enforceable at law or in equity, against the State of California, its agencies, departments, entities, officers, employees, or any other person.

IN WITNESS WHEREOF I have hereunto set my hand and caused the Great Seal of the State of California to be affixed this 2nd day of April 2020.



GAVIN NEWSOM
Governor of California

ATTEST:

ALEX PADILLA
Secretary of State