

CRESCENTA VALLEY WATER DISTRICT

**2700 FOOTHILL BOULEVARD
LA CRESCENTA, CALIFORNIA**

**To be held on
November 7, 2023 at 2:00 PM**

**Agenda for the Meeting of the Policy Committee
of the Crescenta Valley Water District**

Posted November 6, 2023 at 2:00 PM

TELECONFERENCING NOTICE

This meeting will be conducted in person at the address listed above. Members of the public may also participate virtually by 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 increase phone traffic).

**(669) 900-6833
(253) 215-8782**

**(346) 248-7799
(301) 715-8592**

**(929) 205-6099
(312) 626-6799**

Then, enter Access Code: 881 7888 1888

Those members of the public who are able to and would like to additionally participate with a computer through videoconference may access the Zoom videoconferencing tool available at the following link:

<https://us02web.zoom.us/j/88178881888>

If there is a disruption of service, this meeting will continue without remote participation. The remote participation option is provided a convenience to the public and is not required.

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 customerservice@cvwd.com. 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

Public Comment:

At this time, members of the public shall have an opportunity to address the Committee on items of interest that are within the subject matter jurisdiction of this Committee. This opportunity is non-transferable, and speakers are limited to three (3) minutes each. Under the provisions of the Brown Act, the Board is prohibited from taking action on items not listed on the agenda, except under certain circumstances.

Action Item(s)

The public shall have an opportunity to comment on any action item as each item is considered by the Committee. This opportunity is non-transferrable, and speakers are limited to one two-minute (2) comment each.

1. Discuss the expansion of the District's Bill Assistance Program and associated revisions to the Rules and Regulations.
2. Discuss the creation of a District credit card policy.

Committee Members' Request for Future Agenda Items

Adjournment

CRESCENTA VALLEY WATER DISTRICT

POLICY COMMITTEE - STAFF REPORT

Information Item No. 1
November 7, 2023

To: Policy Committee
From: Arturo Montes – Finance and Administration Manager
Subject: **Expanded Bill Assistance Program**

INFORMATION ITEM:

Discuss the expansion of the Bill Assistance Program

BACKGROUND:

In August, staff presented the Committee with alternatives to adjust the District's Bill Assistance Program to better support customer needs. Currently, the program offers a 20% discount on water and wastewater bills for qualifying customers. The District budgets \$150K for this program, and on average \$47K in discounts are applied for. This program must be funded from non-rate revenues such as rental income, investment income, account fees, etc. Based on the recent implementation of the capital charge on the property roll, the District committed to updating its program to also assist those who may be significantly impacted by the additional charge.

The Committee directed staff to present an expanded Bill Assistance Program that would reflect: 1) higher income limits for qualification; 2) an increased discount factor; and 3) the inclusion of the recently implemented capital charge within the bill assistance program. Staff presented the Finance Committee with a program including these updates at the October 9, 2023, Finance Committee meeting. Following discussion, the Finance Committee directed staff to present the Policy Committee with an expanded Bill Assistance program that incorporated the following changes–

1. *Amendment 1:* Increase the income levels from 200% of the Federal Poverty Guidelines to 250%;
2. *Amendment 2:* Increase current assistance from a 20% to a 25% discount on the combined bill for water, wastewater, and/or wastewater standby charges; and
3. *Amendment 3:* Include a discount of 25% of the capital charge for owner-occupied accounts that meet program qualifications.

DISCUSSION:

Staff has analyzed current data available and summarized the potential budget impacts of amending the Bill Assistance program. In total, staff projects a minimum increase of \$28K to the District's expense budget, which leaves adequate room for additional subscriptions to the program:

1. *Amendment 1:* The effect on the budget is unknown based on current data;
2. *Amendment 2:* Increasing from 20% to 25% will result in an increase of approximately \$12k based on current enrollment in the Bill Assistance Program; the actual impact may be higher with higher income levels; and
3. *Amendment 3:* If all current enrollees of the Bill Assistance Program who are also owners are provided a 25% discount on the capital charge ($\$196 * 25\% = \44), then an estimated \$8K of credits would be applied to their bills.

The following supplemental information is enclosed for reference and discussion –

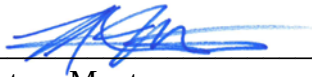
1. *Attachment 1* – Section 8.03.E of the District’s Rules and Regulations has been updated to reflect the changes listed above. The original copy is redlined for ease of reference.
2. *Attachment 2* - The Bill Assistance Program application is also updated, also redlined for ease of reference.

Staff will discuss with and seek direction from the Policy Committee, after which the proposed updates to this program will be presented to the Board for approval.

RECOMMENDATION

Direct staff on the next steps for modification of the expanded Bill Assistance Program

Prepared and Submitted by:



Arturo Montes
Finance & Administration Manager

Attachment(s): 1) Section 8.03.E of the Districts Rules and Regulations; 2) Bill Assistance Program Application

g:\management\policy committee\20231107 PC packet\11-07-23 - PC Memo - Bill Assistance Program

Low-Income Discount Bill Assistance Program: A ~~low-income~~ residential customer of the District who resides on the property and who ~~has been~~ is the named account holder on the records of the District ~~for the prior six months~~ is may be eligible for a 2025 percent discount on the combined bill for water, wastewater and/or wastewater standby charges on the capital charge if they meet the qualifications below:

1. ~~"Low-income" means~~ The customer must ~~meet~~ either of the following conditions, which are modeled after Southern California Edison's CARE program to qualify for the Bill Assistance Program.

a. The customer or any dependent member of the household receives benefits from any of the following programs (must provide proof)

- Bureau of Indian Affairs General Assistance
- CalFresh (Food Stamps)
- CalWORKs (TANF)/ Tribal TANF
- Head Start Income Eligible (Tribal Only)
- CARE Program (Gas Company)
- Low Income Home Energy Assistance Program (LIFEAP)
- Medi-Cal/Medicaid
- Medi-Cal for Families
- National School Lunch Program
- California Lifeline (Phone Company)
- Supplemental Security Income (SSI)
- Women, Infants & Children (WIC)

b. Total income for all members in the household meets the guidelines listed below. "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. Proof of total household income includes 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.

Household Size	Income Eligibility Upper Limit
1-2	\$39,440 <u>49,300</u>
3	\$49,720 <u>62,150</u>
4	\$60,000 <u>75,000</u>
5	\$70,280 <u>87,850</u>
6	\$80,560 <u>100,700</u>
7	\$90,840 <u>113,550</u>
8	\$101,120 <u>126,400</u>
Each Additional Person	\$10,280 <u>12,850</u>

* Information is based on federal poverty guidelines and updated annually on July 1.

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 eligibility as listed above.
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 percent~~ the eligible discount on future bills as long as the Customer continues to be eligible. The ~~2025~~ percent discount applies to wastewater charges, all service charges, and the first 26 billing units of water per billing cycle, ~~and~~ to the capital charge assessed in November and March. 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 to retain eligibility.
5. This program may be modified without prior notice. When the program is modified, current program recipients will remain eligible until the time of their recertification. During the recertification process, the customer's eligibility will be based on current requirements at the time of recertification.
6. This program is on a first-come-first-serve basis limited to annual budgeted funding.
 - a. When funding limits have been reached, applicants will be placed on a waiting list based on the order in which applications were received. If the program is closed due to funding limits, current members will be notified of recertification requirements and due dates. If a customer does not recertify within the allotted time, they will need to reapply and join the waiting list.



CVWD BILL ASSISTANCE PROGRAM

For Fiscal Year 2023-24

Attachment 2

☐ First Time Applicant ☐ Reapply (required every 2 years)

1. CUSTOMER INFORMATION

Account Name:

Address:

Email Address:

CVWD Account Number:

Daytime Contact Name:

Phone: ()

2. OTHER RESIDENTS LIVING IN THE HOME

Name:

Age:

Name:

Age:

Name:

Age:

Name:

Age:

Name:

Age:

3. PUBLIC ASSISTANCE PROGRAMS BENEFITS RECEIVED

If you or ~~someone in your household~~ one of your dependents receives benefits from any of the programs listed below, please check the box and **provide a current** copy of your **Verification of Benefits Letter or other proof** of enrollment for programs checked. If you checked one of the boxes below, **Skip section 4 & 5 and go to Section 6.**

☐ Medi-Cal/Medicaid

☐ Medi-Cal for Families

☐ CalFresh (Food Stamps)

☐ WIC

☐ CalWORKs (TANF)

☐ CARE Program (SoCalGas)

☐ Bureau of Indian Affairs G.A.

☐ LIHEAP

☐ SSI

☐ California Lifeline (phone)

☐ National School Lunch Program (NSLP)

If NONE of the above apply to you, please complete section 4 below.

4. SOURCE OF INCOME (Skip if you completed Section 3)

Please check the appropriate box for all sources of income for all persons in your household and **provide copies of current documents** for all sources checked below. Read page 2 for more information.

☐ SSA, SSP, SSDI

☐ Wages or Salaries

☐ Interest, Dividends, Annuities

☐ Pensions

☐ Unemployment Benefits

☐ Rental or Royalty Income

☐ Family Support

☐ Workers Compensation

☐ Profit and Loss Statement

☐ Spousal or Child Support

☐ Scholarships, Grants

☐ Cash or other income

5. HOUSEHOLD INCOME (Please fill in the total household income)

The total number of ~~residents living~~ persons in my ~~home~~ family/household, including myself is:

The total gross annual household income is:

\$

INCOME ELIGIBILITY GUIDELINES

Number of Household Members	Maximum Gross Annual Income
1-2	\$39,440 \$49,300
3	\$49,720 \$62,150
4	\$60,000 \$75,000

6. DECLARATION (Please read and sign below)

I certify under penalty of perjury that the information I have provided is true and correct. I agree to inform CVWD within 30 days if I no longer qualify to receive the discount. I understand that if I received this discount without qualifying for it, I may be required to pay back the discount I received.

CVWD CUSTOMER SIGNATURE

Date

CVWD BILL ASSISTANCE INFORMATION SHEET

CVWD 's Bill Assistance Program provides low-income households a ~~20~~ 25 percent discount on the combined bill for water (up to 26 billing units of water), wastewater and/or wastewater standby charges, and on the capital charge. There are two ways to qualify for the discount: If you receive any of the Public Assistance Programs listed in the application or if your total income for all persons in your household meets the income eligibility guidelines chart. The discount will be applied once your completed and signed application is approved by CVWD. Please allow at least 30 days for processing your application.

CONDITIONS FOR PARTICIPATING

- ~~• Applicant must be the primary account holder and have been on the account for six months~~
- Name on CVWD account must match the name on this application and must be a full time household resident.
- You must not be claimed as a dependent on another person's income tax return.
- You must re-certify when requested.
- You must reapply and provide Verification of Benefits Letter each time you move.
- You must provide current documentation or your application will not be processed.

CURRENT SOURCE OF INCOME & PUBLIC ASSISTANCE INFORMATION

Provide copy of your **current Verification of Benefits Letter** for Medi-cal, CalFresh, CalWORKs (TANF). These forms are available from the Department of Public Social Services (DPSS) at (818)701-8200.

WIC- Provide current verification of WIC Participation letter.

CARE Program (SoCalGas) - Provide copy of current first page of gas bill that shows Care Program discount.

California Lifeline (Telephone) - Provide current first page of California Lifeline bill that shows the discount.

Medi-Cal for Families - Provide a current Medi-Cal statement.

LIHEAP - Provide current approval letter for the program.

National School Lunch Program (NSLP) - Provide current document showing your enrollment in the program.

SSI and/or SSA - Provide a document showing your current monthly benefit amount with current address from the Social Security Administration. You can request the letter by contacting Social Security Office at (800) 772-1213.

Pension, Annuity, Scholarship, Grant, Rental or Royalty Income- Provide current copy of your statement.

Wages or Salaries - Provide most recent four consecutive pay stubs. You may provide a letter from your employer stating your monthly gross income. We can also accept tax returns/forms and bank statements.

Unemployment Benefits - Provide a copy of the first page of the unemployment letter from the Employment Development Department (EDD).

Zero Income - Provide Verification of Benefits Letter indicating zero income from the Department of Public Social Services(DPSS). If you are over the age of fifty, please contact the Social Security Office to obtain a Zero Income letter.

Cash and other income - Provide a letter from your employer stating your current monthly gross income if you receive cash.

This program may be modified without prior notice. When the program is modified, current program recipients will remain eligible until the time of their recertification. During the recertification process, the customer's eligibility will be based on current requirements at the time of recertification.

This program is on a first-come-first-serve basis limited to annual budgeted funding. When funding limits have been reached, applicants will be placed on a waiting list based on the order in which applications were received.

Please email application and copies of supporting documents to customerservice@CVWD.com or mail to:

Crescenta Valley Water District
2700 Foothill Blvd.
La Crescenta, CA 91214
(818) 248-3925
www.cvwd.com

CRESCENTA VALLEY WATER DISTRICT

POLICY COMMITTEE - STAFF REPORT

Information Item No. 2
November 7, 2023

To: Policy Committee
From: Arturo Montes – Finance and Administration Manager
Subject: Credit Card Policy

INFORMATION ITEM:

Discuss the creation of a credit card policy

BACKGROUND:

The District uses credit cards to facilitate purchases, streamline payments, and earn cash-back discounts. BMO Purchasing Cards are used by the District to earn cash back on all purchases and services, including payment of invoices. The District also uses merchant credit cards if the rewards offered are greater than those of BMO Purchasing Cards.

Best practices recommend that agencies establish policies that have three major components. A credit card policy should dictate who in the agency will oversee the credit card program, who can use the credit cards, and what purchases can or cannot be made with the credit cards.

DISCUSSION:

The goal of this policy is to establish a set of guidelines by which the District's credit cards can be used. The policy includes many standards used as best practices by other governmental agencies, including the State of CA. The Director of Finance and Administration will be the administrator of the credit card program and will be responsible for upholding these policies. A few of the highlighted provisions of the policy include:

1. The cards should only be used for official district business and forbid personal purchases;
2. The policy also forbids the use of credit cards for items such as alcohol, controlled substances, and tobacco products; and
3. The policy establishes reporting guidelines including requirements for lost receipts.

Staff has created the draft Credit Card policy attached for the Committee's review.

RECOMMENDATION

Direct staff on the next steps for the adoption of a credit card policy.

Prepared and Submitted by:



Arturo Montes
Finance & Administration Manager

Attachment(s): 1) Credit Card Policy; 2) Missing Receipt Form

District Credit Card Policy

Purpose

To establish the issuance, accounting, monitoring, retrieval, and general oversight of the credit card use policy for the District. Credit cards are provided as a matter of convenience to facilitate the payment of expenses incurred for District business purposes only.

In the course of its business operations, the Crescenta Valley Water District may provide certain employees with a credit card as needed according to position responsibilities. The credit card is to be used exclusively for District business. These credit cards are not to be used for personal purchases of any kind. Violations of this policy will result in the loss of the privilege of having a credit card, and discipline up to and including termination. To ensure proper fiscal accountability, the following rules have been established for employee use of credit cards.

Policy

1. The Director of Finance and Administration is designated to be responsible for the District's credit card issuance, accounting, monitoring, retrieval, and general oversight of compliance with this credit card use policy.
2. Cardholders will be required to sign the Credit Card Policy, indicating that they accept the terms of this policy and thereby agreeing to abide by the adopted District Credit Card Policy. The cardholder is responsible for assuring that all credit card charges are accurate and consistent with policy guidelines.
3. Use of the card may be delegated to staff within the same department as the assigned employee under the department manager's approval.
4. District credit cards may be used only by those authorized and only for the purchase of goods or services for the official business of the District. District credit cards may not be used for personal purchases.
5. MAXIMUM INDIVIDUAL EXPENDITURE: District credit cards may be used for individual purchases up to \$5,000. Purchases exceeding this amount must have advance approval from the Director of Finance and Administration before incurring the expenditure.
6. Purchases made via the credit card must comply with the District's Policies. Credit cards should not be used to circumvent the normal system of internal controls.
7. Items that cannot be purchased with a District credit card include:
 - Cash advances;
 - Alcoholic beverages;
 - Tobacco/ Marijuana/ Vape products;
 - Controlled Substances; and
 - Items deemed inconsistent with the District's values.
8. All rewards or points earned from purchases made for District business on District credit cards will be the property of the District and may only be redeemed for District business needs.
9. For travel expenses, the Credit Card issued by the District should be used. In all instances, the District's Travel Policy and Procedures should be followed.

10. All authorized users of District credit cards shall submit documentation detailing the goods or services purchased, the cost of the goods or services, the date of the purchase, and the official business for which it was purchased.
11. If a receipt for a credit card purchase is lost a missing receipt form must be completed and submitted to the Director of Finance and Administration.
12. It is the policy of the District that payments should be processed in a timely manner so as not to incur late fees or finance charges. Each employee who receives a monthly statement is personally responsible for ensuring that the statements and the approved authorizations are received by the District's Finance and Administration Office at least 10 working days prior to the published payment due date. Repeated late fees or finance charges on the account may result in the loss of the employee's credit card privileges.
13. Upon employee separation or termination of employment, that employee shall immediately return the credit card to the Director of Finance and Administration. The Director of Finance and Administration will immediately cancel the card with the issuer.
14. An authorized employee, who is issued a credit card is responsible for its protection and custody and shall immediately notify the bank card issuer, his/her supervisor, and the Director of Finance and Administration if the credit card is lost or stolen.
15. Finance and Administration will follow established Accounts Payable internal control procedures for approval, documentation, and payment of credit card charges.
16. The Director of Finance and Administration may close the credit card account if a cardholder separates from District employment, moves to a new position in which a credit card is not required, the cardholder fails to provide the required receipts and supporting documentation in a timely manner resulting in late fees, or the cardholder does not adhere to District policies and procedures.
17. Unauthorized use of a District credit card shall result in disciplinary measures to the fullest extent of the law.
18. EXCEPTIONS: No exception may be made to this policy without the written consent of the Director of Finance and Administration.

I have received and read this policy and agree to comply with its terms.

Signature

Date

Missing Receipt Form

The cardholder/ Approving official must fill out form below:

Date of Purchase/Service: _____

Supplier Name: _____

Description of Purchase: _____

Quantity Purchased: _____

Dollar Amount: _____

Reason you were unable
obtain receipt: _____

Date: _____

Cardholder Name: _____ Signature: _____

This form should be used only occasionally. Excessive use of this form may result in loss of the employee's corporate credit card privileges

Approved:

Date: _____

Director of Finance and Administration