

## **CARES \$25 Million Residential Water & Sewer Grant Application**

### **RESPONSES TO QUESTIONS:**

- 1) The program is only for eligible residential customer accounts (not for commercial nor other customers).
- 2) Must have unpaid amounts due to COVID19 (loss of job, lower hours, as well as uncertainty and a desire to put off some payments and save money for necessary food or medicine in case of job loss or other negative economic impacts reasonably expected to result from the COVID-19 public health emergency.).
- 3) Eligible Period: For all bills issued from March 1<sup>st</sup>, 2020 through July 31, 2020. Bills issued prior to/after these dates are not eligible.
- 4) Eligible Balance: The unpaid amount accumulated for bill(s) issued during the Eligibility Period.
- 5) Must have outstanding unpaid balance, for the eligible period, at the utility at the time of submitting the information in [grants.wv.gov](https://grants.wv.gov). Cannot be reimbursed for paid accounts.
- 6) Customers with unpaid amounts and have a payment plan: If they meet criteria as noted above (#2) and have an Eligible Balance, can apply for this unpaid portion. They cannot be reimbursed or given credit for payments they have already paid on the payment plan.
- 7) Customers who were shut-off and did not do a payment plan: If they meet criteria as noted above (#2) and have an Eligible Balance, can apply for this unpaid portion.
- 8) If customer does not check a box, they will not be eligible. The utility may want to reach out to them and see if an incomplete application can be corrected.
- 9) How to handle a change in the balance after letter sent to customer: If the unpaid balance changes from time the utility sends notice to customer (payment made). The utility can only request the reduced amount for the customer.
- 10) If the eligible balance is less when the grant is received from the State, the difference will need to be returned to the State.
- 11) Inactive or terminated accounts where the customer moved: If they meet criteria as noted above (#2) and have an Eligible Balance, can apply for this unpaid portion. If contact can be made with the customer and they can complete and certify the application, they would be eligible.
- 12) Each utility should identify the residential customers that meet the eligible criteria and send the application to only those customers. After the customers return the applications, the utility will apply for the grant on the portal.

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On or before, Tuesday, October 20, 2020	Utility sends the Governor’s letter and the revised “Residential Utility Grant Application and Certification” to customers.
Thursday, November 12, 2020, close-of- business	Deadline for customer submission of the “Residential Utility Grant application and Certification” to the utility or Dollar Energy.
Monday, November 30, 2020	Submission of documents by the utility to the <a href="https://grants.wv.gov">grants.wv.gov</a> portal. (See point number 3 of the October 1, 2020 Governor letter to West Virginia Utility Companies.)