CARES Utility Grant Assistance Program

Community Based Organizations Workshop

October 29, 2020

AGENDA

- Program Overview and Discussion
  - Purpose
  - Qualifying Customers
  - Application Process
  - Schedule

- LADWP Outreach Plan Overview and Discussion

- CBO Initial Outreach and Assistance Ideas

- Next Steps and Future Touchbase Sessions

PROGRAM OVERVIEW

- Overview
    - $500 grant assistance
    - Up to 100,000 qualified customers who have been impacted by COVID

- Purpose
    - City of LA received Federal funds from the CARES Act to address the COVID-19 pandemic
    - The CARES program stipulations prohibit funds to be applied directly toward reducing customers' LADWP debt, because LADWP is a government agency
    - City Council developed the CARES Utility Grant Assistance Program to assist customers with their overall utility bills and is requesting LADWP's assistance to administer the program

PROGRAM OVERVIEW

- Qualifying Customers
    - Active residential LADWP customers who reside in the city of Los Angeles and who:
    - Are currently enrolled in one of the following programs:
        - Low Income Discount
        - Lifeline
        - Life Support Equipment Discount
        - Physicians Certified Allowance Discount
    - Or who self-attest that their current income matches the Low Income Discount program eligibility criteria

HOUSEHOLD SIZE	MAXIMUM ANNUAL GROSS INCOME*
1	$34,480
2	$34,480
3	$43,440
4	$52,400
5	$61,360
6	$70,320
7	$79,280
8	$88,240
Each Additional Person	$8,960

PROGAM OVERVIEW

- Application Process
  - Application submittals through ladwp.com only
    - Ladwp.com/UtilityCARES
  - Application period: November 2 (12:01 a.m.) through November 15, 2020 (11:59 p.m.)
  - Self-attestation for customers not currently enrolled in a discount program
  - Submittal of COVID impact documentation

- Application Review Process
  - Removal of duplicate applications
    - Last application submitted will be used
  - Verification of active status and residency within Los Angeles city limits
  - Identification and prioritization of those enrolled in a discount program
  - Review of COVID impact documentation for qualifying applications
  - Lottery selection if <u>qualifying</u> applications exceed 100,000

PROGAM SCHEDULE

- Application Submittal Period: November 2 – November 15

- Application Review Period: November 16 – December 2

- Customer Notification Period: December 11 – December 30

- Customer Survey Period: December 11 – December 20

- Check Distribution Period: December 14 – December 18

- Check Cashing Period: 180 Days from Issuance

- Check Cashing Reminder Notifications: Monthly from January to May 2021

Questions

APPENDIX

- Reasons Impacted by COVID
  - Workplace closure or reduced hours due to COVID-19, including layoff, termination, loss of working hours
  - Business closure or other economic impacts of COVID-19
  - Sickness with COVID-19 or caring for a household or family member who is sick with COVID-19
  - Medical costs for you or a household member who is ill with COVID-19
  - Extraordinary out-of-pocket childcare expenses due to school closures
  - Compliance with a recommendation from a government health authority to stay home, self-quarantine, or avoid congregating with others during the state of emergency
  - Other reasonable expenditures stemming from government-ordered emergency measures
  - Any additional factors relevant to a household member's reduction in income as a result of the COVID-19 emergency
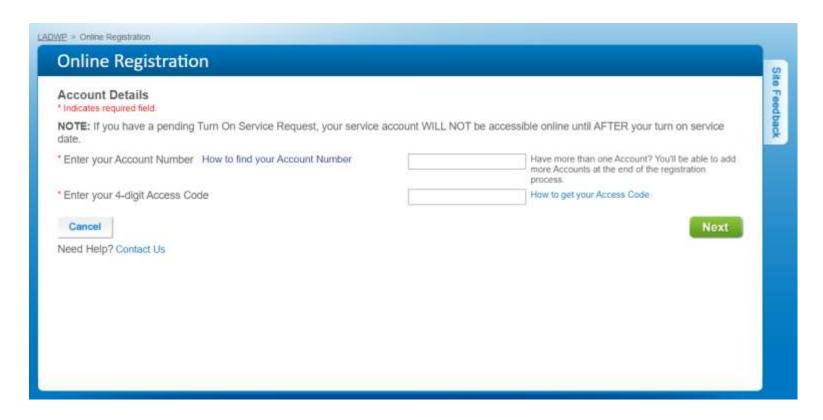
APPENDIX

- Examples of COVID Impact Documentation
  - Copy of household member(s) notification of job loss/termination from employer during the eligible pandemic period (March 27, 2020 to present) or
  - Copy of household member(s) notification of furlough from employer during the eligible pandemic period (March 27, 2020 to present) or
  - Copy of household member(s) notification of reduction of hours and/or pay from employer during the eligible pandemic period (March 27, 2020 to present) or
  - Copy of household member(s) approval for Unemployment Insurance benefits during the eligible pandemic period (March 27, 2020 to present) or
  - Copy of bills showing extraordinary expenses for household due to COVID-19 (March 27, 2020 to present), including childcare, medical expenses, or other expenditures stemming from government-ordered emergency measures or
  - A signed self-certification that includes the name of the household member and a narrative confirming the economic impact during the eligible pandemic period (March 27, 2020 to present) or
  - A signed self certification that includes the name of the self-employed household member, the name and nature of the business, and narrative confirming economic impact on self-employment during the eligible pandemic period (March 27, 2020 to present).

APPENDIX: LADWP.COM REGISTRATION

You must log in to your LADWP online account to apply

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If you do not already have an online account, you will need your account number and Access Code to Register for My Account

How to find your Account Number
You may locate your Account Number on the front page of your bill. It is located at the top center of the page.

How to get your Access Code
The Access Code number is required when accessing your account online and over the phone. It may be the last four (4) digits of the primary account holder's Social Security Number, last four (4) digits of the Federal Tax ID associated with this account, or Personal Identification Number.
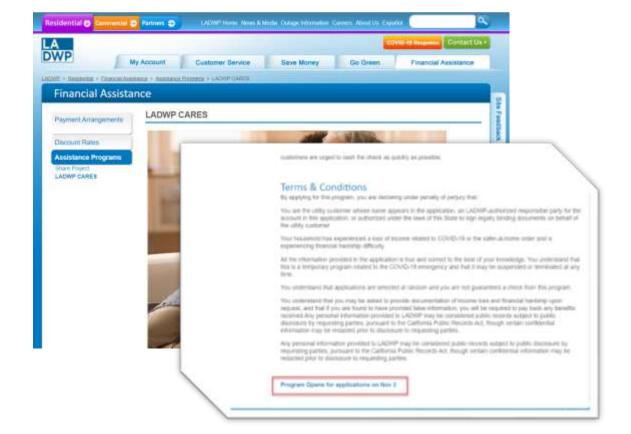For inquiries regarding your Access Code, please call Customer Service.
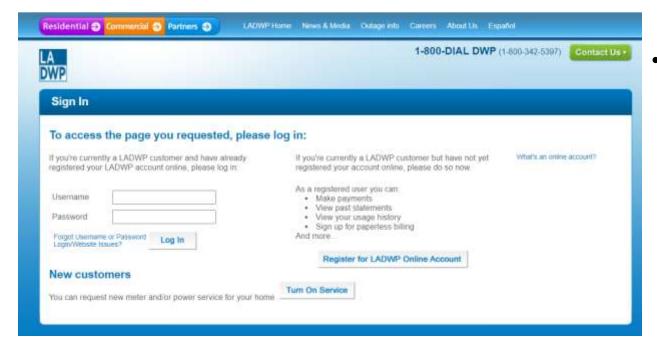Residential customers: 1-800-DIAL-DWP (1-800-342-5397)
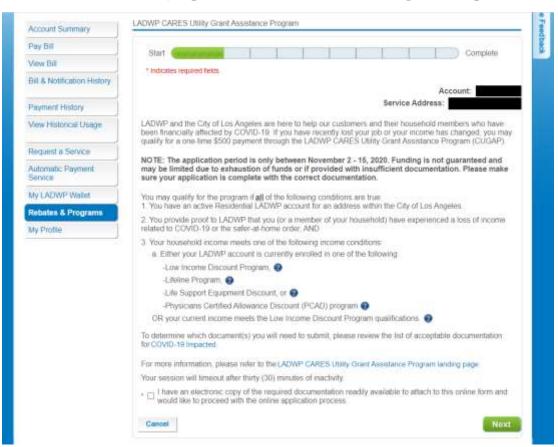Commercial customers: 1-800-499-8840

APPENDIX: ONLINE APPLICATION

- Have supporting documents **combined into a single file for submission (maximum size of 5MB)** and ready for upload.
- Acceptable file formats include JPG or JPEG (Joint Photographic Experts Group) images or PDF (Portable Document Format).
- You will not be able to save a partial application and your session time is limited to 30 minutes.
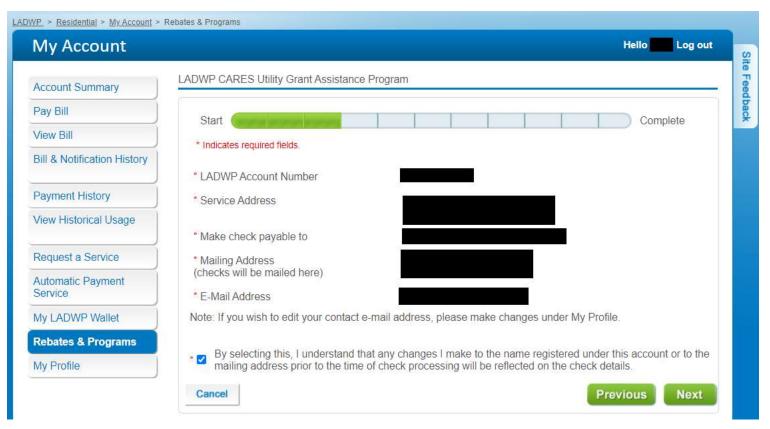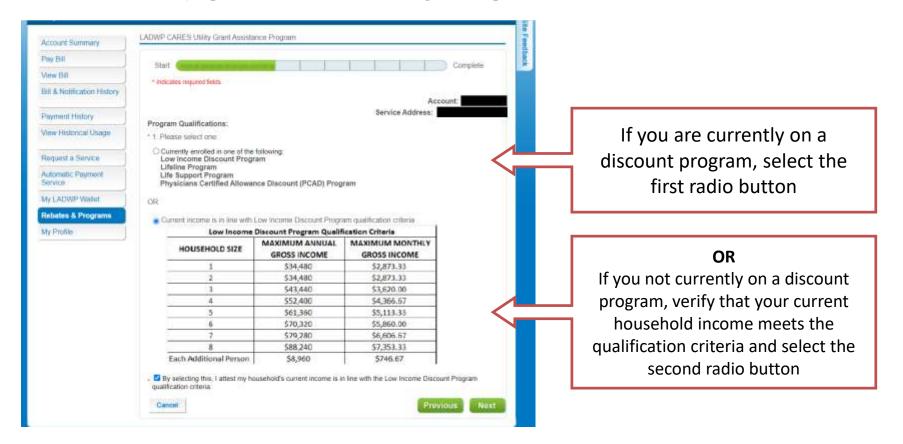- Access the application from the **Financial Assistance** menu at LADWP.com

APPENDIX: ONLINE APPLICATION

- After reviewing the program terms and conditions, you can access the application from the link at the bottom of the page
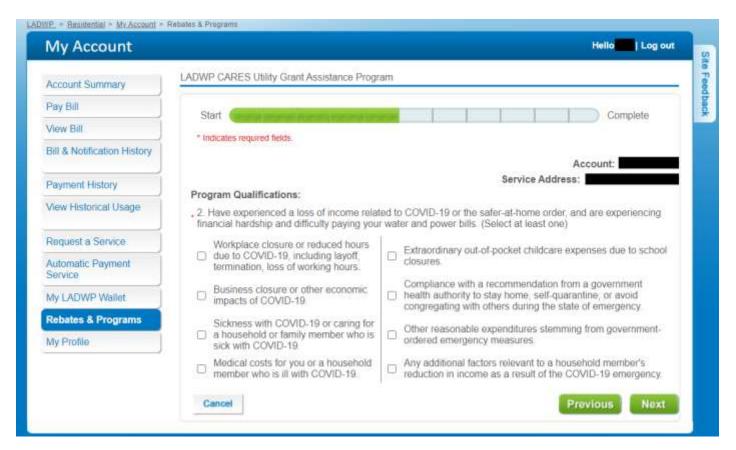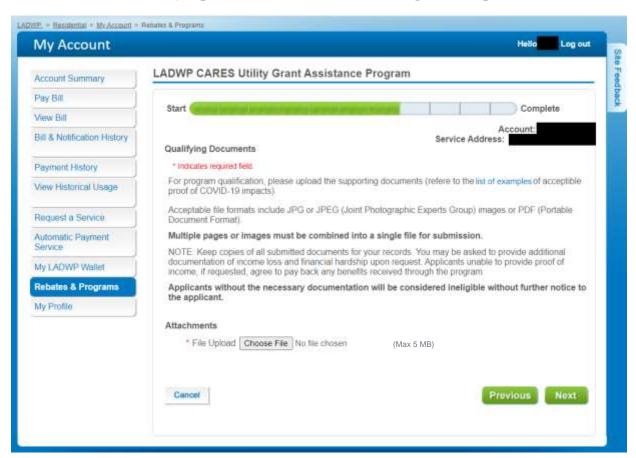
APPENDIX: ONLINE APPLICATION

- Log in to your LADWP My Account

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If you are currently on a discount program, select the first radio button

OR
If you not currently on a discount program, verify that your current household income meets the qualification criteria and select the second radio button

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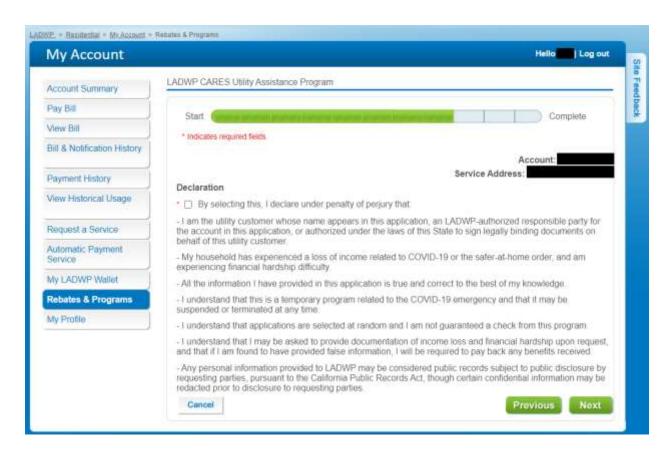
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- Confirm details of your application and print or save a copy for your records
- You will receive an email notification that your application was received (be sure to check your spam email and/or whitelist LADWP to ensure you receive future notifications)
- We will notify all customers as to whether they received an award by December 30, 2020