

## Assistance Provided to City of Salem Utility Customers

### Payment Arrangements

Customers needing a little extra time to pay their current utility bill may be eligible to set up a payment arrangement that extends the due date for their current charges. Call the Salem Public Works Utility Billing Customer Services Team at 503-588-6099, Monday through Friday, 8 a.m. to 5 p.m. for more information.

### Low-Income Household Water Assistance (LIHWA) Program

This is a new federal program available to help single-family residential households pay their water, wastewater, and stormwater bills. To qualify, a household must be at or below 60 percent of the State Median Income and have a water/wastewater/stormwater bill in an adult household member's name. The LIHWA program is administered by Mid-Willamette Valley Community Action Agency (MWVCAA) and is funded with what may be a one-time federal allocation. Qualified clients of MWVCAA, who are also Salem utility customers, may receive up to \$1,000 to pay current or past due amounts or up to \$2,000 if services have been disconnected. Up to \$100 may be used as a stabilization credit for the future. To apply or for more information, contact the Mid-Willamette Valley Community Action Agency at 503-588-9016, Monday through Friday, 8 a.m. to 5 p.m.

This program began March 24, 2022, and as of May 31, 2022, a total of 207 customers have been assisted in the amount of \$47,068.

### Utility Rate Relief Program

Customers are qualified for Utility Rate Relief by MWVCAA based on income. Customers who are 60 and older or disabled, with household income at or below 60 percent of the State Median Income, may be eligible for a monthly discount on their City of Salem single-family residential utility bill and garbage bill. Call Mid-Willamette Valley Community Action Agency at 503-588-9016 for more information.

The City's Utility Rate Relief Program provides a 40 percent discount off the fixed wastewater rate and exempts accounts from the streetlight and City operating fee. This program is well-established and is adopted as part of the biennial rate resolution. A discount on the wastewater bill allows customers who do not have water service to participate in utility rate relief. Customers are qualified annually to continue receiving the discount. This ensures only eligible customers receive the discount and provides an opportunity for Mid-Willamette Valley Community Action Agency to determine if the customer may also qualify for other programs.

As of June 1, 2022, 644 customers are participating in this monthly program.

### Emergency Utility Assistance Program

Residential customers experiencing a short-term need for payment assistance may be eligible for up to \$500 toward their City of Salem utility bill. Customers are qualified for assistance through St. Vincent DePaul, the Salvation Army, and MWVCAA. Call the Salem Public Works Utility Billing Customer Services Team at 503-588-6099, Monday through Friday, 8 a.m. to 5 p.m. for more information.

Following are the numbers of customers assisted and total assistance provided:

	2019	2020	2021	2022 as of 5/31/22
<b>Customers</b>	296	491	1,701	808
<b>Assistance</b>	\$27,013.95	\$71,143.66	\$229,393.36	\$115,852.15