

## **“MSWD Emergency Relief Fund”**

Updated: October 18, 2011

This program is designed to assist eligible Mission Spring Water District (MSWD) residential customers avoid water service shut-off due to non-payment of amount owed to MSWD.

To receive assistance, eligible customers must meet all program qualifications.

United Way of the Desert is the administrator of the Emergency Relief Fund.

### **Guidelines**

#### **1. Eligibility:**

- a. Applicants must be approved to qualify for bill payment assistance.
- b. Applicants must be a residential customer and account holder with MSWD. The address on the bill must be his or her primary residence.
- c. Applicants must apply in person and provide all information requested.
- d. Applicants must have received a Past Due bill from MSWD to apply.
- e. Applicants are qualified to receive assistance based on maximum household low-income guidelines. The current income guidelines are listed below:

Maximum Household Income	
Number of Persons in Household	Total Combined Annual Income
1-2	up to \$31,300
3	up to \$36,800
4	up to \$44,400
5	up to \$52,000
6	up to \$59,600
each additional person	\$7,600

#### **2. Assistance Benefit:**

- a. Assistance is available only if there are funds available in the MSWD Emergency Relief Fund.
- b. Assistance is available on a “first come, first serve” basis.
- c. Assistance will be paid directly to MSWD to be applied to the approved customer account.
- d. Assistance is available per customer only once per calendar year.
- e. The maximum assistance amount is up to \$50 per customer, based on actual amount owed.
- f. The assistance may only be used for payment of the Past Due monthly service, and may not be used or applied to disconnected accounts, closed bills, reconnection of service, deposits, or to cover NSF checks.
- g. Assistance is available only if payment arrangements with MSWD are in place for any delinquent balances.
- h. Customers may not bank or use any remaining amount of their assistance at a later time.

### **3. To Receive Assistance:**

- a. Applicants should call United Way at 760-323-2731 to learn how and where to set up an appointment with a partner agency. The appointment date should be made several business days in advance of the date set forth in the Past Due bill to avoid disconnection of service.
- b. Applicants will be informed about what to bring to their appointment, which may include (but not limited to) the Past Due bill, the most recent billing statement, identification, proof of income, etc.
- c. Applicants must answer all questions that are asked and on the Application Form, and certify their answers are accurate.
- d. Applicants will be informed as soon as possible if their application is approved, and for what level of assistance. Once the application is approved and there is available funding, notice of payment will be given to the billing department at MSWD.

### **4. Processing Assistance Requests:**

- a. All applicants will be treated with respect and dignity, without discrimination.
- b. All information on the Application Form must be provided.
- c. Applicants will be informed as soon as possible if they do or don't qualify and for what amount.
- d. If an applicant does not qualify he or she will be told why they don't qualify.
- e. If an applicant qualifies, but there is no funding available, the application may be put on hold until there is funding available, up until the date the service is disconnected for non-payment.
- f. A pledge for assistance payment from the available funds will be made as soon as possible to the MSWD Billing Department.
- g. United Way of the Desert will keep weekly reports of all applications and all customers who receive assistance.

### **5. Information:**

For more information, visit the MSWD website at [mswd.org](http://mswd.org), or the United Way of the Desert website at [unitedwayofthedesert.org](http://unitedwayofthedesert.org), or call United Way at 760-323-2731 and ask about the "MSWD Emergency Relief Fund."

These Guidelines may be revised upon mutual agreement of United Way of the Desert and Mission Springs Water District. Any other issues not addressed in these Guidelines will be handled on a case-by-case basis. United Way of the Desert makes all final decisions.

### **6. Funding and Marketing:**

Funding is provided through the generosity of the MSWD, sponsors and donors who may be customers of Mission Springs Water District. Marketing will be provided by MSWD, and may be supported by United Way and its partner agencies. MSWD will notify its customers about the MSWD Emergency Relief Fund, and direct funds and resources to United Way of the Desert. United Way of the Desert is the fiscal agent and manager of this program.

Any one wishing to help support this program may make a tax-deductible donation to United Way of the Desert, and note that the gift is to be designated to the "MSWD Emergency Relief Fund". For more donation information, please visit the websites for more information, or call United Way of the Desert at 760-323-2731.

