



# UTILITY ASSISTANCE GRANT – PROGRAM GUIDELINES

## SUMMARY

The City of Pasco CARES Utility Assistance Grant is designed to assist customers that have been affected by COVID-19. Payments are for City of Pasco Utility Customer households impacted by COVID-19 that require assistance towards meeting their financial obligations related to eligible past-due utility bills.

Grant funds are limited and will be issued until all funds have been allocated or by November 30, 2020, whichever comes first. Only one grant can be issued per eligible household address. Applications will be reviewed and approved by staff and priority will be given to customers that have communicated with the City regarding their situation and have made an effort to make payments towards their balance. It is critical that you submit your completed application as soon as possible before the limited funding is allocated.

## GUIDELINES

### SIZE OF THE GRANTS AND ELIGIBLE EXPENSES

The City of Pasco CARES Utility Assistance Grant will provide payment for 1 to 6 months of eligible past due City utility bills.

### ELIGIBILITY REQUIREMENTS

1. Applicants property must be physically located within City limits.
2. Applicant must be a City of Pasco utility account holder with the account in their name. The primary utility account holder must submit and sign the application to be eligible.
3. Renters are eligible only if the account is in their name.
4. Applicant must be delinquent on your City utility account for over 30 days as of October 1, 2020.
5. Applicant must certify they are a U.S. citizen or legal permanent resident; or the applicant is otherwise lawfully present in the United States pursuant to federal law.
6. Applicant must certify that their financial need is a result of COVID-19 and that they require assistance to pay their eligible, past-due City of Pasco utility bills.

### REQUIRED INFORMATION/DOCUMENTS:

1. Completed Application.
2. A copy of a valid form of identification such as a Washington State driver's license or Washington State ID.
3. Proof of Hardship Documentation - Failure to attach documentation will delay your application. The documents should show proof you had a financial impact directly related to COVID-19.

Document/s that shows proof of financial impact directly related to COVID-19. (examples include below, but are not limited to these):

- Notice from employer of layoff or reduction in hours/pay or business closure.
- Paystub from pre-COVID-19 along with recent paystub showing a reduction in hours/pay.
- Letter from physician supporting the change in your work status due to COVID-19 circumstances.
- Notice or letter from child’s school or childcare closure that prevents you from working.
- 2019 W2 and a recent paystub showing a reduction of income.

---

## DEADLINE AND HOW TO APPLY

Completed applications and all required documentation must be received and **in City Hall no later than November 30, 2020 by 12:00 p.m.** (noon).

Submission Options:

- **PREFERRED** - Create an account online on the Neighborly website and complete your application, download your documents and submit.  
**<https://portal.neighborlysoftware.com/PASCOWA/Participant>**
- Complete the application then email us at [PascoCARES@pasco-wa.gov](mailto:PascoCARES@pasco-wa.gov) that you are ready to submit. We will send you an encrypted email that you can reply to and submit your application and documents securely.
- Deliver your application with documentation in a sealed envelope and leave in the drop box that is located to the left of the Third Avenue front door of City Hall.
- Send your application packet via U.S. mail to City of Pasco, CARES Utility Assistance Grant, P.O. Box 293, Pasco WA 99301. **ALLOW 5 OR MORE DAYS FOR MAILING.** *Application not physically in our office or received in November 30<sup>th</sup> mail will not be accepted regardless of the postmark.*

---

## FUNDS AND TIMELINE LIMITED

The maximum amount of funds to be awarded is \$400,000. Please understand there is a limited amount of funding, and limited timeline to distribute. Once funds are depleted or deadline met, assistance will no longer be available, unless Council authorizes additional funds.

## CONTACT INFORMATION

For additional information refer to the City of Pasco Customer Service website, <https://www.pasco-wa.gov/150/Customer-Service-Utility-Billing>.

Customers wanting information on this program can also call (509) 543-5712. The phone lines will be busy, so **please** leave a message if you receive a voice mail and we will get back to you as soon as possible. You may also email [PascoCARES@pasco-wa.gov](mailto:PascoCARES@pasco-wa.gov).