



## UTILITY ASSISTANCE GRANT

### FAQS

**1) WHAT IS THE APPLICATION DEADLINE?**

Application and documents must be in City Hall by 12:00 p.m. (noon) on Monday, November 30, 2020.

**2) ARE THE APPLICATION AND PROGRAM GUIDELINES AVAILABLE IN SPANISH?**

Yes. On the *Neighborly Software* website.

<https://portal.neighborlysoftware.com/PASCOWA/Participant>

**3) I AM A RENTER; CAN I APPLY?**

Renters can apply if the utilities are in their name and they meet the guidelines for the grant.

**4) THE UTILITIES ARE IN MY BUSINESS NAME; CAN I APPLY?**

Yes, if the business meets the guidelines for the grant.

**5) WHAT IF MY LANDLORDS NAME IS ON THE ACCOUNT?**

You are not eligible to apply.

**6) WILL MY INFORMATION BE SECURE?**

If you apply online through the *Neighborly* program everything is secure. If you want to apply through email, you will need to contact our office and we will send you an encrypted email to reply to that will keep your information secure.

**7) HOW WILL I KNOW IF YOU RECEIVED MY APPLICATION?**

You will receive an email letting you know we received your application.

**8) WHEN WILL I FIND OUT IF I RECEIVED THE GRANT?**

All applicants will be notified as they are approved and no later than one week after the deadline for the grant.

**9) WILL I GET A CHECK?**

No. You will receive a credit on your City of Pasco Utility Account.

**10) WHAT ARE SOME OF THE REASONS AN APPLICANT MAY BE DENIED?**

Incomplete application; no documentation to support the application; insufficient proof of financial hardship due to COVID-19; not meeting the deadline for receipt of the application and all documentation.

**11) WHAT PHONE NUMBER OR EMAIL DO I USE TO CONTACT SOMEONE ABOUT THIS GRANT?**

We have a special phone line and email setup for our customers that want information on the grant. Please call (509) 543-5712 or email [PascoCARES@pasco-wa.gov](mailto:PascoCARES@pasco-wa.gov).

**12) WILL THIS GRANT WORK ON MY ELECTRIC BILL?**

No. You will need to contact Franklin PUD regarding their grant program and apply through them for help on your electric bill.