

## The City of Sheridan Utility Assistance Program – Frequently Asked Questions

Q: WHO IS ELIGIBLE TO PARTICIPATE IN THE UTILITY ASSISTANCE PROGRAM?

A: Customers with incomes that fall below 60% of the State's median income who are 65 years of age and older as well as customers who are certified as disabled are eligible to apply for the program.

Q: WHAT IS THE BENEFIT I WOULD RECEIVE AS A QUALIFIED CUSTOMER?

A: Upon approval for the program, participants will receive a 50% base rate reduction on their monthly water, sewer, sanitation and curbside recycling fees.

Q: HOW DO I APPLY FOR UTILITY ASSISTANCE?

A: Applicants can become qualified by demonstrating their current participation in LIEAP (Low Income Energy Assistance Program) and completing the City of Sheridan Utility Assistance Program Application.

Applicants will also supply information certifying they are either disabled, or confirming they are over 65 years of age by providing a copy of their Driver's License or other Federal Government –issued identification when submitting their application.

The applicant must be the utility account holder, and reside in the property in which the City of Sheridan utilities are served. In addition, the applicant's account must be in good standing at the time the application is submitted.

Q: WHEN WILL I KNOW IF I HAVE QUALIFIED?

A: Applications will be evaluated to determine qualifying status within 30 days upon receipt, and the customer will be notified of the approval of their application with a copy either mailed or emailed – as requested.

The reduced rate will begin on the next available billing cycle after the date in which the approval was given, and will appear as credits on the customer's monthly utility bills.

Q: HOW LONG DO MY BENEFITS LAST?

A: Qualification lasts for one year, and expires annually on March 31<sup>st</sup>. Participants must re-apply and be qualified before March 31<sup>st</sup> in order to be enrolled in the program for the next term.

Q: WHAT HAPPENS IF I NO LONGER QUALIFY?

A: Participants shall notify the City of Sheridan of any changes in their status that may affect their eligibility, the status changes will be reviewed, and benefits may terminate. In addition, to ensure benefits transfer correctly, participants shall notify the Customer Service Division of a change in residence.

Q: DO I HAVE OPTIONS IF MY APPLICATION IS DENIED?

A: Applicants who have been denied will be given written notice of the determination and will have the opportunity to appeal, in writing, within 10 business days from the date of the notice setting forth the basis for the reconsideration with all supporting material to establish their claim.

They will be notified within 30 days upon receipt of the properly filed appeal with the decision as determined by the Public Works Director, who will review all associated documents prior to rendering a decision.

Q: WHAT CAN CAUSE A LOSS OF BENEFITS?

A: An applicant who has submitted fraudulent, inaccurate, or incomplete information to establish eligibility for the program and who has not filed an appeal can have their qualification status terminated. They will have all credits applied during the term for which the information was false billed to the account on the following cycle. They will also begin receiving full charges and will not be considered in the future for the program.