

## **City of Oroville – COVID-19 Customer Assistance Program (CCAP)**

### **Background**

All utilities have a general obligation to provide safe, reliable, and affordable essential services to their customers. On April 20, Governor Inslee announced Washington's Recovery Plan, which includes ensuring access to essential services during the state's recovery from the COVID-19 pandemic. On May 1, Governor Inslee announced the "Safe Start" approach for Washington State to begin reopening some businesses safely and continue essential businesses. On May 31, Governor Inslee issued Proclamation 20-23.4, extending and amending Proclamation 20-23, pertaining to Utility Ratepayer Assistance and Preservation of Essential Services through July 28, 2020. As such, the Oroville City Council is implementing this COVID-19 Customer Assistance Program (CCAP): **Deferred Payment Arrangement.**

### **Overview**

The CCAP is a single-phase assistance program the City of Oroville will offer to its customers. Customers will be applying for the **Deferred Payment Arrangement Plan.**

### **Deferred Payment Arrangement**

A Deferred Payment Arrangement will be extended to customers for the payment of delinquent accounts where the customer attests to the temporary inability to make full payment.

This Deferred Payment Arrangement grants customers payment deferral without any late fees imposed on outstanding balances as well as suspending disconnection of utilities as long as the customer puts effort forth into paying off outstanding balances.

### **Authorization**

This Program, as approved by the Oroville City Council, is effective this 7<sup>th</sup> day of July, 2020. The discontinuations of this Program will be based on the Oroville City Council's approval.

## **Deferred Payment Arrangement Request Application**

**Policy:**

This Deferred Payment Arrangement grants customers a payment plan without any late fees imposed on outstanding balances as well as suspending disconnection of utilities as the customers show and put forth an effort to pay their outstanding balances. A minimum of \$50.00 must be paid each month in addition to the regular monthly bill.

To be approved for this Deferred Payment Arrangement, the Customer needs to attest that, due to COVID-19 related issues, the customer is unable to timely pay his/her/their utility bills.

**Information:**

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**First and Last Name of Account Holder**

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**Service Address**

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**Deferral Request Date**

**Attestation of Applicant:**

Under penalties of perjury, We/I declare that we/I have/has examined this application and policy, and to the best of our/my knowledge and belief, it is true and correct and accurate.

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**Applicant Signature**

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**Date**

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**Applicant Signature**

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**Date**