

# Attachment I

## Affordability Discount Program Guidelines

### I. INTRODUCTION

**Affordability Discount Program:** The Affordability Discount Program (ADP) was established in 2000 to provide a discount of the water meter charge to SAWS ratepayers whose household income is less than 125% of federal poverty guideline. The intent of the program at the time of establishment was to apply a 50% discount to eligible ratepayers' meter charge. The program was revised in March 2004 to provide a sliding scale discount. The amount of discount a customer receives is based upon the household size, household income and type of service provided.

SAWS determines the amount of assistance available for the program on an annual basis. **The Affordability Discount Program (ADP) is sometimes referred to herein as the "Program."**

### II. RESPONSIBILITIES UNDER THIS PROGRAM

#### **A. Joint:**

- (1) SAWS and the City of San Antonio, through its Department of Human Services (DHS) shall administer the Program jointly, and cooperatively develop all plans, documents, and other materials required for development, implementation, and oversight over the Program.
- (2) **Outreach:** A concerted effort will be made to inform as many potential participants as possible about the Program. The parties will fully utilize local media outlets for public service announcements and electronic media options. The breadth of outreach via the media will be dependent on the annual scope of the applicable program. Where feasible, outreach activities will be conducted in both English and Spanish.
- (3) **Information Technology:** The parties will make every reasonable effort to identify and implement information technology solutions that support the outreach, intake, eligibility determination, certification, case management, monitoring, reporting, evaluation and communication activities necessary to implement the Program. The goal is to achieve automated data, processing, and communications capabilities.

#### **B. The City of San Antonio, through DHS shall be responsible for:**

- (1) Conducting ratepayer intakes, accepting and processing applications. Applications will be taken by DHS staff at DHS offices. These offices are dispersed throughout the city and will afford citizens the opportunity to submit applications at a site convenient to their residence.

- (2) Determining ratepayer eligibility based upon applicable Program guidelines
- (3) Conducting outreach utilizing the social service delivery network, DHS subcontractors, comprehensive senior centers and senior nutrition sites.
- (4) Providing SAWS with a certification listing of program eligible ratepayers that will, at a minimum, contain the following information (if available) for each eligible ratepayer to assist SAWS in crediting / discounting client accounts:
  - a. Name, address, and SAWS account number
  - b. Amount (ADP discount) pledged
  - c. Household size
  - d. Household income
  - e. Date applicant certified eligible
  - f. Other information in accordance with existing SAWS-DHS agreements
- (5) Providing a list of clients and data files indicating potential ADP clients monthly
- (6) Maintaining case folders, files and records
- (7) Developing and managing ratepayer eligibility program databases
- (8) Performing program analysis (ratepayer eligibility perspective)
- (9) Coordinating all ADP Program operations with SAWS

**C. SAWS** shall be responsible for:

- (1) All program funding related to ratepayer credits / discounts
- (2) Coordination and implementation of outreach operations for the Program consistent with the intent of the applicable program goals and as outlined in agreements between the City and SAWS. SAWS will include bill inserts and print and distribute program brochures, informing ratepayers of the available assistance.
- (3) Processing ADP Program certification lists and associated credits / discounts as applicable
- (4) Providing DHS with a monthly data summary of all ratepayers who have received ADP discounts in the past 30 days
- (5) Coordinating all ADP Program operations with DHS
- (6) Developing quarterly and annual program fiscal summaries

### **III. ELIGIBILITY FOR ASSISTANCE UNDER PROGRAM**

In order to qualify for assistance, applicants must meet the following eligibility criteria:

- A. SAWS Ratepayer:** Applicants for the program must have a SAWS statement in their name or in their spouse's name. If an applicant household's bill is not in their name, the applicant must initiate a name change on the SAWS account prior to assistance being rendered. Failure to do so will result in the denial or rescission of utility assistance.
- B. Income:** Eligibility will be based on a ratepayer's family size and gross income as a

percentage of the then current Federal Poverty Level (FPL) guidelines established by the U.S. Department of Health and Human Services (HHS) at the time of the application. For eligibility purposes, DHS will follow guidelines from the Texas Department of Housing and Community Affairs to calculate a household's income. Applicants must have a total household income at or below 125% of the FPL in place at the time of the application. For a point of reference, as of February 2016, 125% of the FPL has been established as follows:

FAMILY SIZE*	YEARLY INCOME**
1	\$14,850
2	\$20,025
3	\$25,200
4	\$30,375
5	\$35,550
6	\$40,725
7	\$45,913
8	\$51,113

\* For family units with more than eight (8) members, add \$5,200.00 for each additional family member to the guidelines.

Eligible applicants' gross income may be adjusted by providing proof of medical expenses such as prescription medications, dietary supplements, and doctor visits. These expenses must have occurred within 30 days of the request for assistance. Household income may be adjusted downward per existing DHS policies to take into consideration recurring medical prescription cost for seniors. The total amount of these qualifying medical expenses can then be deducted from the applicant's monthly gross income. The resulting adjusted gross income will be used to determine eligibility based on the current gross income guidelines as cited above.

## **V. ADP SPECIFIC PROGRAM GUIDELINES**

The amount of discount a customer receives is based upon the household size, household income and type of service provided.

- A. **Discount Assistance Range**: The 2017 monthly discounts range from **\$3.73** to **\$21.40**, and are applied based upon the income and service provided in accordance with the **ADP Monthly Discount Rate Table** attached hereto and incorporated herein by reference as **Appendix A**. The parties may agree upon an updated Discount Assistance Range from time to time during the term of this Agreement.
- B. **Special Provisions for Disaster Relief Victims**: Regardless of income, the following may also receive the discount:

- (1) Residential ratepayers directly affected by natural disasters and establishing new service;
- (2) Residential ratepayers housing victims displaced by natural disasters; and
- (3) Small non-profits and church organizations housing victims.

**Attachment I Attachments:**

**Appendix A – ADP Monthly Discount Rate Table**

## Appendix A Monthly Discount Rate Table

### 2017 Gross Annual Income Eligibility Table

Eligibility is based on Household Family Size and Income at or below 125% Federal Assistance Guidelines Updated 1/30/17

DISCOUNT TYPE	A	B	C	D	OVER - Z	
	↓	↓	↓	↓	↓	
<b>Affordability Program Discounts</b>						
Family Size	Income at or below 25% Poverty *	Income at or below 50% Poverty *	Income at or below 75% Poverty *	Income at or below 100% Poverty *	Income at or below 125% Poverty *	Income above 125% Poverty *
1	\$3,015	\$6,030	\$9,045	\$12,060	<b>\$15,075</b>	\$15,076
2	\$4,060	\$8,120	\$12,180	\$16,240	<b>\$20,300</b>	\$20,301
3	\$5,105	\$10,210	\$15,315	\$20,420	<b>\$25,525</b>	\$25,526
4	\$6,150	\$12,300	\$18,450	\$24,600	<b>\$30,750</b>	\$30,751
5	\$7,195	\$14,390	\$21,585	\$28,780	<b>\$35,975</b>	\$35,976
6	\$8,240	\$16,480	\$24,720	\$32,960	<b>\$41,200</b>	\$41,201
7	\$9,285	\$18,570	\$27,855	\$37,140	<b>\$46,425</b>	\$46,426
8	\$10,330	\$20,660	\$30,990	\$41,320	<b>\$51,650</b>	\$51,651
9	\$11,375	\$22,750	\$34,125	\$45,500	<b>\$56,875</b>	\$56,876
10	\$12,420	\$24,840	\$37,260	\$49,680	<b>\$62,100</b>	\$62,101
11	\$13,465	\$26,930	\$40,395	\$53,860	<b>\$67,325</b>	\$67,326
12	\$14,510	\$29,020	\$43,530	\$58,040	<b>\$72,550</b>	\$72,551
13	\$15,555	\$31,110	\$46,665	\$62,220	<b>\$77,775</b>	\$77,776
14	\$16,600	\$33,200	\$49,800	\$66,400	<b>\$83,000</b>	\$83,001

2017 Discount is based on type of service	A, K	B, L	C, M	D, N	Z
Water and Sewer	<b>\$21.40 (A)</b>	<b>\$14.30 (B)</b>	<b>\$8.80 (C)</b>	<b>\$6.99 (D)</b>	<b>None</b>
Water only	<b>\$9.32 (K)</b>	<b>\$6.26 (L)</b>	<b>\$4.32 (M)</b>	<b>\$3.73 (N)</b>	<b>None</b>

\* Poverty level figures based on U.S. Dept. of Health & Human Services 2017 guidelines