



**MUNICIPAL SERVICES ASSISTANCE
(UTILITY BILLING)**

**POLICIES AND PROCEDURE
PACKET**

Per Resolution No. 2021-3757

Adopted August 02, 2021

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1. Municipal Services (MS) Grant Application Program

Customers experiencing short term need for payment assistance may contact the Municipal Services (MS) Department for a list of nonprofit agencies that have been awarded funds by the City of Newberg to issue vouchers for a dollar amount up to the discretion of Finance Manager or Designee. Funding is limited and assistance is available during the budget year from July 1st through June 30th. (Example: 2020-21 award amount to be divided amongst approved Non-Profit applications is \$5,000)

a) **Nonprofit Agencies:**

- Finance Division mails a letter to Nonprofit Organizations for their consideration to become part of this program. Applications are to be submitted by a date that is set by the Finance Division. Finance may send a courtesy e-mail to the nonprofit organizations who currently are utilizing the program; e-mail is to notify them that the application is in the mail.
- Submitted applications are date-stamped and reviewed by the Finance Division. Based on the number of approved applications by the Finance Manager or Designee, the Finance Manager or Designee finalizes the grant funding that is awarded to each applicant. These grant funds are incorporated in the adopted City budget and are subject to change. Approved amount is divided amongst applications on a first-come-first-serve basis.
- Nonprofit agencies who receive other funding to assist Newberg customers will be considered first in the approval process.

b) **Yamhill Community Action Partnership (YCAP):**

- A set dollar amount is approved by City Council therefore does not require review. The amount is incorporated in the annual adopted City budget and is subject to change. (Example: 2020/2021 award amount to YCAP is \$9,000).

c) **Qualification/Guidelines for Nonprofit and YCAP:**

1. Customer (requesting assistance) must reside in residence and have a Newberg MS billing account who is billed for water and sewer.
2. If the customer's name is not on the Municipal Services Statement, the request for assistance must be signed by the owner of the property stating the credit will be passed along to the applicant.
3. Assistance applies to Newberg residential customers only.
4. Frequency of the voucher assistance is limited to one (1) voucher once every 3 billing cycles. Exception: those who receive the monthly financial assistance credit, they are limited to one (1) voucher once every six (6) billing cycles.
5. Vouchers are issued up to an amount determined at the discretion of the Finance Manager or Designee. YCAP and Nonprofit agencies are to contact the MS Department to verify the applicable amount.

6. Original signed vouchers must be submitted in person to the city within 15 days from date of issuance. Voucher numbers are assigned by the agencies, duplicate numbers or copies of vouchers will not be accepted. Blue ink is to be used when completing the forms.
7. Vouchers will be modified/declined by the Finance Division if the amount of the voucher exceeds the amount given by the Finance Manager or Designee or if guidelines are not followed.

2. Monthly Municipal Services Assistance Credit

This program begins July 1st and ends June 30th of each budget cycle. Monthly assistance credit for active accounts that are billed for water and sewer services will receive \$25.00 per month assistance. For active accounts that are billed for water services only will receive \$15.00 per month assistance. Funding is allotted on a first-come-first-serve basis.

Notification of this program is periodically advertised through the MS billing statements, flyers, local schools and word of mouth.

Finance Division will mail application to requesting customer. Applicants are to submit the completed application and provide supporting documentation for all boxes they check to show proof of hardship. Finance Division will set the timeframe as to when these applications are to be submitted to the city for consideration.

a) Qualification/Guidelines for Monthly Municipal Service Assistance Credit

1. Customer requesting monthly assistance must reside in residence and have a MS billing account who is billed for water or water/sewer.
2. If the customer's name is not on the Municipal Services Statement, the request for assistance must be signed by the owner of the property stating the credit will be passed along to the applicant.
3. Assistance applies to Newberg residential customers only.
4. Customer's account cannot be more than 30 days delinquent at any time of approved assistance. If the account is more than 30 days delinquent throughout the fiscal year, it may result in termination of assistance for the budget year.

b) Processing of Application

1. Finance staff will review and recommend approval/decline of applications based on supporting documentation submitted and account status. The city will not retain any Personally Identifiable Information (PII) in our records, including social security numbers and health information. If we photocopy the documents, Finance Division will redact that PII and Health information.
2. Finance Manager or Designee has approving authority.

- Award letter is mailed to the customer informing them of the timeframe they will receive said credit. Finance Manager or Designee has approving authority for retroactive credits.

Supporting Documentation:

- Supplemental Social Security Income – Documentation must state Supplemental Social Security, this does not include regular Social Security Income.
- Oregon Medical Card –Medical Identification card is to list the applicant’s name.
- Food Stamps – Letter from DHS (Adult and Family Food Services) must list applicant’s name and timeframe of approval. (Annual qualification/renewal)
- Medicaid – Identification card is to list the applicant’s name.
- Free and Reduced School Lunch or Breakfast Program. – Letter from the Newberg School District must list applicant’s name, children name(s) and timeframe of approval. (Annual qualification/renewal)

c) Approval of Application

- Awarded monthly credit begins the month the customers application is confirmed complete by Finance to the end of the terms that are stated on the supporting document or budget year (whichever comes first).
- Deleted Accounts/Moved/Name Change (exception – marital status) will automatically terminate the monthly assistance. Customer would need to reapply for new Newberg residence (location).
- Water Conservation Kits are available to Newberg Residence and can make arrangement to pick up the kit by contacting/visiting the Municipal Services Department 503-537-1205 - 414 E 1st Street – City Hall Building.

3. Active Military and Veterans Assistance

This program provides a monthly credit for Active Military and Veterans residential households on their Municipal Services Statement for up to 12 months.

a) Qualification/Guidelines for Monthly Military Assistance Credit

1. Active Duty and/or Veteran Military members are to complete the Military Credit application and provide proof of services. (Proof of services consist of active duty photo id, supporting documentation and/or discharge documentation).
2. If the military personnel’s name is not on the Municipal Services Statement, the request for assistance must be signed by the owner of the property stating the credit will be passed along to the applicant.
3. Assistance applies to Newberg residential customers only.
4. Monthly assistance credit for active accounts that are billed for water and sewer services will receive \$25.00 per month assistance. For active accounts that are billed for water service only will receive \$15.00 per month assistance. Funding is allotted on a first-come-first-serve basis.

5. Finance staff will review and recommend approval/decline of application based on supporting documentation.

4. Voluntary Donation Program and Public Awareness

Voluntary Donation Program:

In the Municipal Service (MS) billing statements, customers will be sent a description notice and voluntary donation form once each year. The donation form will give customers the option of making a one-time donation or a regular monthly donation in the amount of their choosing to be paid with their MS bill. 100% of donated funds will be used for the MS assistance program. The donation funds will be used to expand the MS assistance program over and above the rate-payer funds dedicated by the City of Newberg for the MS assistance program. If stipulated, the funds will be applied as requested by the donor.

Public Awareness:

The success of these programs will be significantly enhanced by raising public awareness that they exist. In addition to the notices sent in MS statements as part of the voluntary donation program, Newberg citizens can be made aware of these programs through the City of Newberg website (www.newbergoregon.gov), flyers distributed at MS customer counter, posters at local schools, Newberg Public Library, Newberg Dundee Police Department, City Hall and local businesses.

5. Forms

1.1 Nonprofit Grant Application

1.2 YCAP and Nonprofit Vouchers

2.1 Application for Financial Assistance Credit

3.1 Military Assistance Application

4.1 Donation Form

1.1 Nonprofit Grant Application



MUNICIPAL SERVICES ASSISTANCE

NON-PROFIT GRANT APPLICATION

Non-profit organizations which provide Municipal Services assistance to Newberg customers may apply for a grant from the City of Newberg to fund this assistance. Applications for grant funds submitted will be reviewed by the Finance Manager or Designee, the Finance Manger or Designee may interview applicants prior to approving the application. **This program is from July 1st to June 30th of each fiscal year.**

ATTACH PROOF OF NON-PROFIT STATUS

Organization Name: _____

Address: _____

City/State: _____ Zip: _____

Phone: _____ Fax: _____ Email: _____

Does your agency receive other funding to provide assistance to Newberg Customers? Yes No

Non-Profit FEIN Number: _____

Description of Organization and how the City funds could be used:

FOR CITY ON NEWBERG OFFICE USE ONLY

Application Received By: _____ Date: _____

Grant Awarded? Yes No/Reason: _____

Grant Amount Awarded: _____

Signature of Approval: _____ Date: _____

Finance Department • finance@newbergoregon.gov • 503-537-1205



Valid from July 1, 2021 to June 30, 2022

Instructions for Vouchers

1. Save this template and fill in your non-profit's name and address.
2. Complete your process for awarding your client's assistance with their water utility bill.
3. Fill out the voucher below in **BLUE INK**.
4. Have your client bring in the voucher with **ORIGINAL** signatures to the Municipal Service Clerk located at City Hall within 15 days from issue date:

City Hall Address

414 E First Street (City Hall Building)
 Newberg, OR 97132
 Phone: 503-537-1205

Vouchers are to be issued for a dollar amount determined by the City of Newberg. Please contact the Municipal Services Department to determine amount of voucher. Vouchers will be modified/declined by the City if guidelines are not followed as noted in the acceptance letter.

Nonprofit Contact Information	
Name	
Address	
Phone #	

Voucher No.

Please track voucher number.
Duplicate numbers will not be accepted.

City of Newberg Emergency Assistance Voucher

Issue Date _____ Account No. _____

This authorizes (client's name) _____

at (client's address) _____

to receive **Water Assistance** in the amount of \$ _____

This voucher must be used within 15 days of issuance

Authorization _____ Title _____

Received by _____ Date _____

Client's Signature _____

City: Original Signatures; Copies: Non-Profit, File, Client

2.1 Application for Financial Assistance Credit



Open Enrollment Begins June 1, 2021

Financial Assistance Credit Application

2021-2022 Fiscal Year

Name _____

Address _____

Municipal Services Account No. _____ No. of people in household _____

Phone number _____

Own/Purchasing Renting – Landlord's Name _____

Please attach current proof (documentation) for **all boxes checked**

Proof of current documentation is required for all boxes you check including letters from agencies providing proof of acceptance and timeframe. Providing fraudulent information will be subject to termination of assistance.

- | | |
|--|---|
| <input type="checkbox"/> Supplemental Social Security Income | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Oregon Medical Card | <input type="checkbox"/> Free & Reduced School Lunch or Breakfast Program |
| <input type="checkbox"/> Food Stamps – Must have your signature on card or name on documentation | <input type="checkbox"/> Other Evidence of Financial Hardship |

How did you hear about this program? Local Paper Flyer Other _____

Instructions

1. Applies to any residential customer
2. If person applying name is not on the account, application must also be signed by the owner of the property
3. Check the box(s) for the current documentation(s) you will be attaching when submitting the application
4. Return to: Attn: Accounts Receivable/Finance Dept.
414 E First Street; PO Box 970
Newberg, OR 97132
5. Applications received will be reviewed within 30 days.
6. Applicants agree to meet with Finance Staff to receive water conservation kit as part of the approval process.

If you are approved and received the water conservation kit, you will be eligible to receive up to \$25.00 per month as a credit on your Municipal Service Billing Statement.

Applicant's Signature

Date

Owner of Property's Signature, if applicable

Date

By signing this application, I hereby agree to pass approved credit along to the person named and residing in residence listed above.

For Office Use Only

Approval Date _____ Expires _____

Signature of City Manager or Designee _____

3.1 Military Assistance Application



Accepting Applications Only June 1, 2021 - June 30, 2021

Military Credit Application for Municipal Services Assistance

2021-2022 Fiscal Year

The City of Newberg provides a monthly Municipal Services (MS) credit to residential households in which a wage-earning member is on active military duty or a military veteran. Households which receive both water and sewer services from the City will be eligible for a \$25.00 monthly credit. Households which receive only water will be eligible for a \$15.00 monthly credit.

Military applicants must have an active MS billing account and may submit an application along with evidence of eligibility. Households with approved applications will receive the credit monthly through June 30. After June 30, applicants may re-apply to be considered for the next fiscal year.

Date _____ MS Account Number _____

Name on Account _____

Name of Military Personnel _____

Address _____

Own/Purchasing Renting – Landlord’s Name _____

Military Status

Active – Attach proof of photo ID or supporting documentation Veteran – Attach proof of discharge papers/certificate

In order to qualify for the Military Credit Program, you must attach proof of military status. Valid Military ID, active status documentation or discharged documentation.

**Return to: Attn: Accounts Receivable/Finance Dept.
414 E First Street; PO Box 970
Newberg, OR 97132**

Applicant’s Signature

Date

Owner of Property’s Signature, if applicable Date
By signing this application, I hereby agree to pass approved credit along to the person named and residing in residence listed above.

For Office Use Only

Confirmed Military Status Active Veteran Monthly Amount \$ _____

Received by _____ Date _____ Expiration Date _____

Approved by _____ Date _____

4.1 Donation Request Form



Municipal Services Donation Request Form

Donor Information (Please print or type)

Name _____

Address _____

City, State, Zip _____

Phone Number _____ Email _____

Pledge Information

I (we) pledge a total of \$_____ to be paid: now monthly quarterly yearly

I (we) pledge to make this contribution in the form of: cash check credit card

Credit card information to be called into the Municipal Services Dept. at 503-537-1240

Donor Request

I (we) would like the above donation to be applied as follows:

Customer Name _____

Customer Address _____

Donation to go into the City Financial Assistance Fund. This fund assists customers that fall under the low income and hardship status.

Acknowledgement Information

Please use the following name(s) in all acknowledgements _____

I (we) wish to have our donation remain anonymous.

Signature

Date

Please make checks to: City of Newberg
Attn: Municipal Services Dept.
PO Box 970
Newberg, OR 97132