



COVID-19 Relief Fund Guidelines

1. Delinquency must have occurred between April 15, 2020 and December 31, 2020.
2. Delinquent amounts owed before April 15, 2000 are not eligible.
3. Grant payment limited to residential customers only.
4. Residential customers must have incurred financial hardship –
 - a. Furloughed
 - b. Job loss
 - c. Resignation due to COVID (i.e., stay home to care/educate children)
 - d. Medical expenses related to COVID.
5. Households requesting assistance must complete an application form and sufficiently document that assistance is financially necessary, due to a COVID-19 related financial impact. Documentation/proof of hardship may include:
 - a. Communications from employer (furloughed or terminated)
 - b. Unemployment documentation
6. Maximum grant payment is \$200 per service address.
 - a. This can be applied to multiple past due statements, but cannot exceed \$200 in total.
7. Grant payment limited to one payment per customer and residential service address.
8. Grant limited to electric or water service debt during the qualifying period.
9. Assistance payments will be made directly to the account owed, unless determined to be administratively infeasible by SPU.
10. Funds are limited and are not guaranteed; they will be distributed on a first come, first serve basis for eligible applicants to be applied to delinquent water or electric accounts.
11. No income thresholds are required. The Grant is intended to assist those that have experienced financial hardship, but who may not qualify for low-income guidelines.
12. All applicants must complete and sign the grant application. The applicant must provide all required information verifying eligibility. Applicants must provide documentation requested to confirm eligibility and compliance with guidelines.
13. SPU reserves any and all rights to deny any application that is not in compliance with program guidelines or these stated policies. SPU may modify these guidelines at any time.