

Attachment A
Program Criteria – Oceanside Ratepayer Relief Program

The Oceanside Ratepayer Relief Program (ORRP) is established to provide those experiencing a hardship due to the COVID19 pandemic with relief on their past-due utility bill. The eligibility criteria for the program is as follows:

1. Must be a current account holder with the City of Oceanside (all rate classes are eligible)
2. The amount of the award is dependent upon the rate class, according to the following table, not to exceed the past due balance of the most recent bill:

Rate Class	Proposed Assistance Amount
Single Family	\$300
Multi Family	\$400
Commercial	\$500
Irrigation	\$300
Agricultural	\$300
Recycled Water	\$300

3. Applications must be completed online or submitted in person at the City of Oceanside’s Water Utilities Counter
4. Required documentation for eligibility in the program includes:
 - a. Completed Application
 - b. City of Oceanside utility bill showing past due balance
 - c. Copy of picture ID
 - d. Documentation related to being impacted
 - i. Pay stubs before and after showing reduction of hours
 - ii. Approved unemployment application
 - iii. Furlough letter
 - iv. Absence from work due to contracting or caring for a household member that has contracted COVID-19
 - v. Participation in one of the following Public Assistance Programs
 1. Bureau of Indian Affairs General Assistance
 2. CalFresh (Food Stamps) / SNAP
 3. CalWORKs (TANF) or Tribal TANF
 4. Head Start Income Eligible (Tribal Only)
 5. Low-Income Home Energy Assistance Program (LIHEAP)
 6. Medicaid/Medi-Cal for Families A & B
 7. National School Lunch Program (NSLP)
 8. Supplemental Security Income (SSI)
 9. Women, Infants and Children (WIC)
5. The program can only be used one time
6. The program is for past due balances only. Customers without past due balances are not eligible.
7. The amount of the credit will not exceed the past due portion of the bill. If the past due balance is less than the amount of the eligible credit, the remaining portion of the credit will be forfeited.
8. Customers with a past due balance that is greater than the amount of the approved award must agree to and be placed on a payment program not to exceed 12 months to repay the outstanding amount, as well as stay current with new charges
9. The program is available on a first-come, first-served basis.
10. This program is in effective until June 30, 2022, or until all funds are exhausted, whichever occurs first.