

# CURRENT SHREVEPORT WATER ASSISTANCE PROGRAM (Exhibit A)

In May 2001, the City established the Shreveport Water Assistance Program (SWAP). This program is designed to aid and assist eligible households with water and sewer bill payments.

Once the eligibility criteria have been reviewed and approved by the agency, the applicant may request assistance for the payment of water and sewer bills at their place of residence as follows:

## ELEGIBILITY

- Applicants may receive assistance with their water and sewer bills twice per year. To be eligible for assistance you must provide documentation to show that you are currently on the Food Stamp Program, Family Independence Temporary Assistance Program (FITAP), Child Care Assistance Program (CCAP), Kinship Care Subsidy Program (KCSP), or is receiving Supplemental Security Income (SSI).
- Assistance shall not be granted if the applicant has an outstanding balance on any account that has been closed for over 30 days or that has been turned over to collections.
- Assistance shall not be granted if it has been determined that theft of water has occurred at the place where assistance is requested.
- If the plumbing at the service address does not meet building codes or if there are leaks resulting in extraordinarily high water and sewerage bills, repairs to the plumbing must be made before assistance is provided. Once the repairs have been made, documentation in the form of an invoice shall be provided to the Department of Water and Sewerage – Customer Service Division.

## BENEFITS

- Assistance may be approved for water and sewer bills, not to exceed two (2) months of billings.
- City water and sewerage charges may be paid for approved applicants when they no longer live at the address indicated on the bill provided the applicant is obligated to pay the bill before the new service can be transferred and that the applicant's request meets the requirements above.

## REQUIREMENTS

- Require proper identification including driver's license or picture I.D. card or some other acceptable means of identification.
- Require written documentation from the Louisiana Department of Children and Family Services, Office of Family Support, which verifies applicant is currently on the Food Stamp Program, Family Independence Temporary Assistance Program (FITAP), Child Care Assistance Program (CCAP), Kinship Care Subsidy Program (KCSP); and/or written documentation from the Social Security Administration which verifies applicant is currently receiving Supplemental Security Income (SSI).
- To be eligible, an applicant must pay in full any outstanding returned payment(s), any existing deferred arrangement, and any unpaid fees.
- If new service has been established, the applicant is required to show proof of payment deposit within twenty-four (24) hours in order to maintain service.
- Applicant's failure to comply with proof of deposit payment will result in denial of assistance.

## COMMUNITY PARTNERS

- Socialization Services
- Caddo Community Action Agency Centers

# PROPOSED SHREVEPORT WATER ASSISTANCE PROGRAM (Exhibit B)

SWAP is an assistance program designed to aid eligible Shreveport Citizens with their Residential Water and Sewerage bills. Citizens may apply once per year through one of our community partners and receive help with their past due balance.

This program is for single-family residences whose household income is at or below one hundred and fifty percent (150%) of the current Federal Poverty Guidelines. Once enrolled, the program will provide protection from further delinquency actions against the water and sewer account. The applicant will receive a payment to the account of 50% of the arrears balance up to \$1000 after program requirements have been met. The applicant will be eligible for a payment agreement for up to 24 months. The applicant must sign the payment agreement and payoff the remaining account balance.

If it is determined that a leak exists at the service address and caused excessive usage, proof of repairs shall be submitted to the Department of Water and Sewerage before program enrollment consideration.

Individuals and entities shall face penalties for submitting fraudulent information and documentation to this program up to and including permanent disqualification from this program, fines, and/or prosecution.

## ELIGIBILITY

- ✚ Property must be a single-family residence
- ✚ Applicant must have an active Water & Sewerage account and reside at the property.
- ✚ Applicant must have income at or below 150% of the Federal Poverty Guideline Level.

## BENEFITS

- ✚ Freeze the arrears balance
- ✚ Stop account delinquency actions including disconnections and any associated additional late fees.
- ✚ Eligible for payment arrangement on remaining half of past due balance.
- ✚ Receive a payment to the account equivalent to 50% of the arrears balance up to \$1000 to be applied in two equal installments after three (3) months and six (6) months of successful adherence to the program requirements.

## REQUIREMENTS

- ✚ Enroll in program through our community partner.
- ✚ Provide valid identification (ie. Driver's License, governmental issued picture ID, etc.).
- ✚ Provide income verification (ie. Federal Tax Return, recent paycheck stubs, wages and tax statements (ie W2, 1099, etc.) or other acceptable forms.
- ✚ Sign payment agreement to payoff remaining past due account balance.
- ✚ Keep account current by paying monthly current charges AND payment arrangement portion.

## COMMUNITY PARTNERS

- ✚ Socialization Services
- ✚ Caddo Community Action Agency Centers
- ✚ The Salvation Army

PERSONS IN HOUSEHOLD	POVERTY GUIDELINE	150% ABOVE POVERTY GUIDELINE	MONTHLY INCOME
1	\$12,880	\$19,320	\$1,610
2	\$17,420	\$26,130	\$2,178
3	\$21,960	\$32,940	\$2,745
4	\$26,500	\$39,750	\$3,313
5	\$31,040	\$46,560	\$3,880
6	\$35,580	\$53,370	\$4,448
7	\$40,120	\$60,180	\$5,015
8	\$44,660	\$66,990	\$5,583
For each additional, add:	\$4,540	\$6,810	\$568