

Bastrop County Emergency Food Pantry & Support Center

UTILITY ASSISTANCE PROGRAM (UAP)

CITY OF BASTROP UTILITIES FUND

PURPOSE

The purpose of the Utility Assistance Program (UAP) is to support customers who are challenged with being able to pay their utility bill and experiencing a temporary, financial hardship; which impacts their ability to pay their utility bill.

ELIGIBILITY CRITERIA-

City of Bastrop Utility Funding is limited and will not, in most cases, cover the entire amount owed. Assistance is not guaranteed.

1. Household gross income should be at or below **200%** of current Federal Poverty Income Guidelines (FPIG) for the past 30 days. Income for all adults in the household will be considered when determining program eligibility.
2. Applicant and household members must have City of Bastrop Utilities.
3. The applicant and/or account holder must reside at the address on the bill.
4. Applicant must be at least 18 years of age or an emancipated minor.
5. The household can only be provided with assistance from this fund **once** per calendar year.

ALLOWABLE ASSISTANCE

- These funds **cannot** pay for deposits.
- The maximum benefit allowance is **\$100.00**.
- If the amount owed exceeds the maximum benefit allowance, the balance to be paid by the customer, must be paid prior to any of these funds being applied to the account.
- These funds may only be utilized on **open** utility accounts only.
- The household can only be provided with assistance from this fund **once** per calendar year.

PLEASE KEEP IN MIND

- These funds are dispensed on a first-come, first-served basis.
- Funds applied will never exceed the amount that is owed on the account (i.e. if the amount owed is \$59.35 that is the only amount that will be paid).
- The person seeking assistance need not be the account holder. However, they must be an adult member of the household and be able to provide documentation to support this. Further, they must be listed on the account as a person able to make decisions regarding the account.

Release of Information Forms

The account holder must sign a release of information form.