

**HECETA WATER PEOPLE'S UTILITY DISTRICT**  
**Resolution 2024-04**

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A Resolution of the Heceta Water People's Utility District Board of Directors  
Amending Customer Assistance Program

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**Whereas**, the Heceta Water People's Utility District (PUD) has the authority per ORS 264.310 to fix and collect rates for water services; and

**Whereas**, the PUD's Board of Directors (the Board) is concerned about increased hardship on low and fixed income households within the District's boundaries and wishes to financially assist its low and fixed income customers by offering reduced water rates; and

**Whereas**, the Board finds that providing reduced water rates to low and fixed income customers serves the legitimate government purpose of supporting District citizens during times of economic hardship, encouraging continued water service and home ownership, and strengthening the community's long term viability; and

**Whereas**, the Board adopted a Customer Assistance Program (CAP) through Resolution 2014-12 and desires to update the program;

**Therefore it is resolved**, that the Board of Directors of the Heceta Water People's Utility as follows:

1. The Board adopts the updated Customer Assistance Program (CAP), attached and incorporated herein as Exhibit A.
2. In accordance with HWPUD policies, this Resolution will supersede all previously adopted Customer Assistance Programs and Resolution 2014-12 is repealed and replaced with this Resolution 2024-04.
3. This resolution is effective upon its passage.

ADOPTED by the HWPUD Board of Directors this 19<sup>th</sup> day of November, 2024 and signed by the President and Vice President of the Board of Directors in authentication of its passage.

  
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Wendy Rohner, President, Board of Directors

  
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Debby Todd, Vice President, Board of Directors

## Exhibit A to Resolution 2024-04

# Heceta Water People's Utility District

## Customer Assistance Program (CAP) Policy

- 1. PURPOSE:** The purpose of the CAP policy is to provide financial assistance for low-income District customers. The District recognizes that water fees can place an increased hardship on low and fixed income households and has developed this program in response.
- 2. ELIGIBILITY:** The program is available to all Heceta Water People's Utility District (HWPUD) customers who have individual residential water accounts with a 5/8 x 3/4 size meter, and who meet the limits of the program. The discount allowed by this policy applies only to the primary residence of the customer. Income limits and assistance amounts may change from time to time. Income limits shall follow those established for the State of Oregon's Low Income Home Energy Assistance Program (LIHEAP). Approved applications will receive a discount on their monthly water base rate only, excluding all other fees, until expiration of the application, or discontinuation of this program by the HWPUD Board of Directors. There will be no retroactive discounts.
- 3. PROCESS:** All CAP applications will expire December 31 of each year. Applicants must re-apply each year in order to qualify for assistance. The CAP program is limited to the first 50 individual residential water accounts that are approved each year.
- 4. APPLICATION APPROVAL:** Applications will be accepted or denied by the General Manager or a designee. All Information will be kept confidential. District acceptance of applications will be based upon verification information provided in the CAP Application form and written verification that the applicant has qualified for participation the State of Oregon's Low Income Home Energy Assistance Program (LIHEAP).
- 5. DISCOUNT AMOUNT:** The Board has determined that the CAP discount will be a 50% discount on the monthly base rate that has been set by policy by the Board of Directors. The Board may take action to amend this amount.