

RESOLUTION NO. 2020-004

**RESOLUTION TEMPORARILY AMENDING UTILITIES CUSTOMER POLICIES
RELATED TO COVID-19**

WHEREAS, the Culver Town Council previously adopted Resolution 2014-005 Adopting the Town of Culver Utilities Service Policy and a corresponding Water Payment Arrangement Form, and;

WHEREAS, there is anticipated to be severe economic hardship for utilities customers during the pandemic, and;

WHEREAS, the Culver Town Council wishes to be proactive in adjusting existing payment policies for utilities customers suffering economic loss due to the COVID-19 pandemic.

NOW, THEREFORE, BE IT RESOLVED that the Culver Town Council adopts the following amendments to Resolution 2014-005, A Resolution Adopting the Town of Culver Utilities Service Policy.

Section 1. The amendments listed herein shall be temporary in nature. They will take effect upon passage and will apply to service charges due on the following dates: March 15, 2020, April 15, 2020, and May 15, 2020. The amendments may be extended by a vote of the town council prior to their expiration at the June 15, 2020 billing date.

Section 2. As stated in Resolution 2020-002, no late penalties will be assessed to any utility accounts for fees due on March 15, 2020, April 15, 2020 or May 15, 2020. This can be extended for additional due dates by a vote of the town council prior to June 15, 2020.

Section 3. Water Payment Arrangements (see attached Exhibit A) conducted by the office of the Clerk-Treasurer shall explicitly allow repayment terms of up to 24 months for the customer to repay fees accumulated during the February, March, and April 2020 service periods.

Section 4. The Culver Town Council shall establish a small business utility debt relief program for debts accumulated by small businesses during the February, March, and April 2020 billing periods. For the purposes of this program, small businesses shall be defined as commercial entities, open to the public as a business establishment on or before February 1, 2020, and continuing in business after May 1, 2020 for a period of at least six months, with 50 or fewer employees. This program is specifically designed to relieve utility debt for small business customers who face significant hardship due to COVID-19. Businesses able to operate under normal or near normal conditions are not likely to be awarded debt relief through this program. All commercial utility customers as described above and located within the municipal boundaries of the Town of Culver are eligible to apply.

To be eligible for the small business utility debt relief program, qualifying businesses must submit a utility debt relief application (Exhibit B) to the office of the Clerk-Treasurer no later than June 1, 2020. The maximum relief amount shall be capped at \$1,500 per commercial customer and the customer must provide demonstration of hardship due to COVID-19 as part of the application. Applications will be reviewed by the Town Council at the first council meeting in June and must be approved by a vote of council for the debt to be forgiven.

PASSED AND ADOPTED by the Town Council of the Town of Culver, Indiana, on the 7th day of April, 20 20

**CULVER TOWN COUNCIL
TOWN OF CULVER, INDIANA**

By _____
Ginny Bess Munroe, President

By _____
Sally Ricciardi

By _____
Bill Githens, Vice-President

By _____
William Clevenger

ATTEST:

By _____
Rich West

Karen Heim, Clerk-Treasurer

Exhibit A

WATER PAYMENT ARRANGEMENT

1. Date of Request of Extension _____ Time. _____
2. Name of Petitioner Requesting Extension _____
 - a. Address of Petitioner _____
3. Location or means by which the hearing took place: Phone _____ In Office _____
4. Reason For Request for Extension (*other*) _____
 - i. Waiting on check _____
 - ii. Forgot to drop off _____
 - iii. Going to see Trustee _____
 - iv. Family emergency _____
 - v. On Vacation _____
 - vi. Catching up on Bills _____
 - vii. Not Working _____
5. Arrangement date and Amount _____
6. Hearing Officer's Decision/Reason _____
7. Customer understands that they have a right to a hearing if they dispute the bill _____
8. Does the Petitioner want a copy of the Hearing Record? Yes No
9. How would Petitioner like to receive a copy?
 - Mail _____ Fax# _____
 - E-mail _____ In Person _____
10. I, _____ (Hearing Officer), do hereby verify that I verbally informed the Petitioner of my decision and verify that the Petitioner understood the decision and that the Customer understands that the office will only make one arrangement per month on their bill.

(*Signature of Hearing Officer*) _____
11. Time the hearing was concluded _____ (a.m.) (p.m.)

Exhibit B

Town of Culver

Small Business Utility Debt Relief Application Related to COVID-19

Applicant & Business Name: _____

Service Address: _____

Email address: _____

Number of full time equivalent (FTE) employees employed on February 1, 2020: _____

Number of full time equivalent (FTE) employees employed on May 15, 2020: _____

Explanation of economic hardship related to COVID-19: _____

Total utility fees March 15, April 15, and May 15 due dates: _____

Requested debt relief amount (maximum \$1,500): _____

Signature _____

Date _____

For Office Use Only

Yes No
Yes No

Confirmed fees for March – May
Council approval

Yes No
Yes No

Qualifications met
Debt relief amount approved

Initials _____ Date _____