

POLICY TITLE: SANTA CRUZ MUNICIPAL UTILITIES (SCMU) UTILITY CUSTOMER ASSISTANCE PROGRAM

POLICY STATEMENT:

Santa Cruz Municipal Utilities (SCMU) Utility Customer Assistance Program (UCAP) will support financially struggling, low-income SCMU customers. The UCAP will be funded by late payment fee revenues from non-UCAP SCMU customers. The UCAP may also be funded by other Prop. 218-exempt revenues that become available to SCMU, including but not limited to rent revenues, or other forms of public or private monies such as donations, endowments, or State and Federal assistance. Beginning in Fiscal Year 2025, such revenues will be deposited in a UCAP Special Revenue Fund for the sole purpose of providing direct bill assistance to qualifying low-income SCMU customers.

AUTHORIZATION: Adopted by Resolution No. NS-30,412, November 19, 2024