

Durham Irrigation District

Customer Assistance Program (CAP) Policy

1. Purpose

The Durham Irrigation District (DID) Customer Assistance Program (CAP) is established to provide financial relief to eligible low-income residential customers by reducing their monthly service charge. **The program is funded entirely through voluntary customer donations and any other contributions expressly designated for CAP support.**

2. Program Overview

- Effective January 1, 2026, eligible customers may receive a **\$5.00 monthly reduction** on their standard residential service charge.
- Funding availability is reviewed **annually in December** to determine the number of customers who may be enrolled for the upcoming calendar year.
- Participation is **first-come, first-served**, subject to available donated funds.
- Customers must **re-apply and recertify annually**.

3. Voluntary Customer Donation Program

To sustain and expand assistance for low-income customers, DID offers a **Voluntary Donation Option** that may be added to any monthly water bill.

3.1 Donation Mechanism

Customers may choose to donate:

- A fixed dollar amount (e.g., \$1, \$5, \$10, or other amount), or
- A recurring monthly contribution added directly to their bill.

Donations will appear as a separate line item titled:

“Customer Assistance Program Contribution (Tax Deductible)”

3.2 Use of Funds

All donated funds are recorded as restricted CAP assistance revenue and may only be used to:

- Offset the monthly service charge for qualifying low-income customers;
- Administer the program, including outreach and verification costs.

No donated funds may be used for general operations.

3.3 Tax Deductibility

Because donations are made to a public agency for a public assistance program, contributions are **considered tax-deductible charitable donations** to the extent allowed by law. Annual donation summaries will be available upon request for customer tax filings.

4. Eligibility Requirements

Applicants must be **active residential customers** of DID and provide **qualifying proof of income**. Acceptable documentation includes:

1. Enrollment in PG&E's CARE program
2. CalWORKs, CalFresh, General Assistance, or Medi-Cal
3. SSI/SSP
4. WIC
5. Proof that household income is below 200% of the Federal Poverty Level

Applications without supporting documentation will not be accepted.

Both the DID CAP application and proof of income must be submitted together.

5. Application and Selection Process

1. DID will announce the number of available CAP slots each **December**, based on projected available donated funds.
2. Applications will be accepted beginning the **first working day of December** each year.
3. Applicants will be approved **first-come, first-served** until funding capacity is reached.
4. CAP credits begin **January 1** and run through **December 31** of the following year.
5. **No retroactive credits** will be provided.
6. Customers must **recertify annually** to remain eligible.

6. Program Administration

- DID will maintain transparent accounting of all CAP-related donations and expenditures.
- Unused CAP funds will roll forward to support the following year's program.
- The Board of Directors may modify program terms at any time.

7. Customer Outreach

The District will promote CAP and the voluntary donation option through:

- Monthly bills and online billing portal;
- District website;
- Annual notices and community outreach materials;
- Partnerships with local assistance agencies.

8. Policy Authority

This policy is adopted by the DID Board of Directors. The Board reserves the right to amend, suspend, or terminate the CAP at any time.