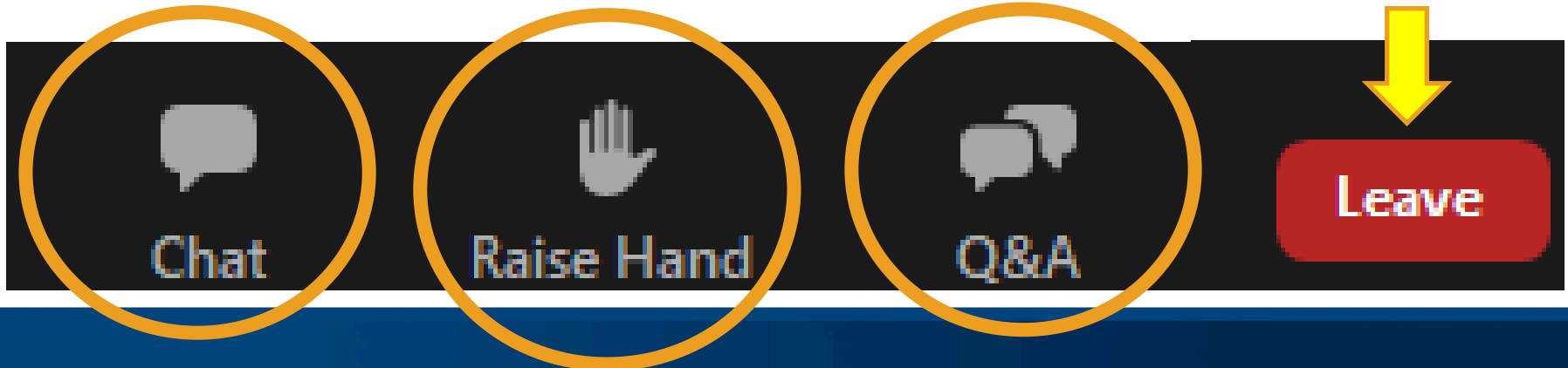




- This webinar is being recorded. The recording and PowerPoint will be available on the following website for reference: fcgov.com/UAP
- Your microphone has been muted and cameras are turned off to minimize distractions.
- To ask a question, please submit it using the Chat feature.



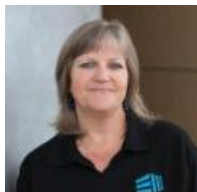
What are you most interested in hearing about today?

- ☐ COVID-19 Updates
- ☐ Utility Billing and Payment Arrangements
- ☐ Payment Assistance Programs
- ☐ Efficiency Programs and Practices



Jamie Gaskill

Program Specialist Supervisor and UAP Program Manager



Lisa Schroers

Affordability Program Specialist



Amy Dedoncker

Utilities Customer Support Lead

We Are Here For You

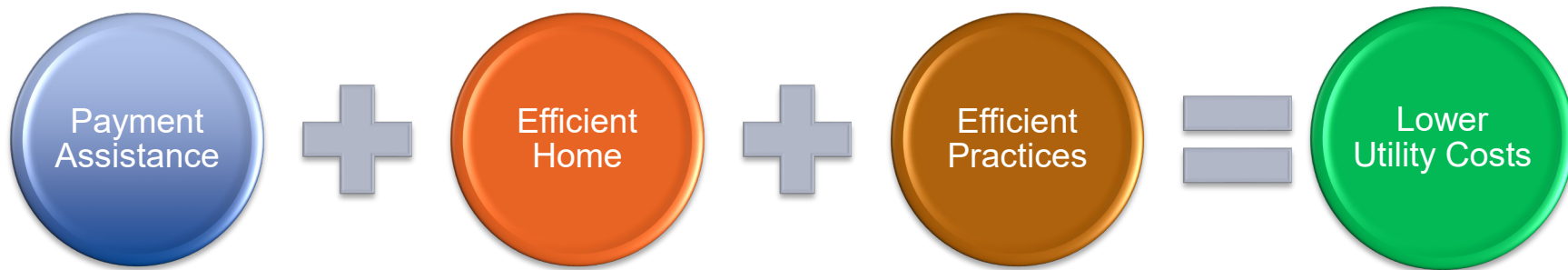
We are committed to helping you find payment solutions that fit your unique situation.

Contact Utilities Customer Support to get started 970-212-2900



- Utilities Affordability
- COVID-19 Updates
- Utility Billing and Payment Arrangements
- Payment Assistance Programs
- Efficiency Programs and Practices





Was your household negatively affected by COVID-19?

- ☐ Yes
- ☐ No
- ☐ Somewhat

Utilities Affordability and COVID-19

How has Fort Collins Utilities helped customers during COVID-19?

- Payment Arrangements Extended
- Late Fees Waived (March – Present)
- Suspended shut-offs (March 2020 – April 2021)
- Additional COVID-19 Payment Assistance Opportunities



Al igual que los demás servicios de la nación, Fort Collins Utilities se compromete a proveer servicios confiables de luz y agua a sus clientes las 24 horas del día, todos los días. Esto significa proveer los servicios que usted necesita, en las buenas y, especialmente ahora, en tiempos de retos especiales. La seguridad de nuestros clientes, empleados y la comunidad es nuestra principal prioridad.

Fort Collins Utilities procurará mantener el mismo nivel de servicio a nuestra comunidad. Por favor note:

- No desconectaremos el servicio a clientes por falta de pago hasta nuevo aviso. Si tiene dificultad para pagar sus cuentas, llámenos al 970-212-2900 para ayuda o para hacer arreglos para sus pagos. También puede obtener ayuda para efectuar sus pagos llamando a:

- Catholic Charities Larimer County, 970-484-5010
- La Familia/The Family Center, 970-221-1615

- Por razones de salud pública, todas las instalaciones de la Ciudad han sido cerradas al público. Seguiremos sirviendo a nuestros clientes por vía telefónica y correo electrónico.

Las opciones de pago incluyen ebill, llamando al 970-212-2900 para servicio automatizado las 24 horas del día, el envío de pagos por correo postal, o depositándolos en las cajas de depósito. Para más detalles, visite fcgov.com/payment-options.

Recursos adicionales:

Información General del COVID-19 en el Condado Larimer y Recursos de Servicios Humanos

Análisis, síntomas, atención, provisiones, recursos comunitarios de apoyo a residentes vulnerables (alimento, pérdida del empleo, ansiedad, etc.)

- Llame al tel: 970-498-5500, de 9 a.m. a 4:30 p.m., de lunes a viernes
- Envíe un mensaje de texto al 970-999-1770 (Harán lo posible por responderle en cuatro horas durante el día)
- Para recibir textos de información actualizada sobre el COVID-19, envíe el texto "COVID19LC" al 888777
- larimer.org/coronavirus

Información Actualizada del COVID-19 en la Ciudad de Fort Collins

Cierres de la Ciudad, recursos, etc.

- Llame al 970-221-6500, de 8 a.m. a 5 p.m., de lunes a viernes
- fcgov.com/coronavirus

Programa "Adopte a un Vecino" de la Ciudad de Fort Collins

Apóntese para recibir ayuda de un vecino voluntario, o sea un voluntario.

- Llame al 970-416-8000, de 8 a.m. a 5 p.m., de lunes a viernes
- fcgov.com/volunteer

fcgov.com/UA/P1/utilitiesaffordability@fcgov.com 970-212-2900

Hay ayuda y servicios auxiliares para personas con discapacidad: V/TDD 711

Utilities Billing and Payment Arrangements

Utility Payment Option Website:

<https://www.fcgov.com/utilities/manage-your-account/payment-options>

If you are overdue on your utility bill:

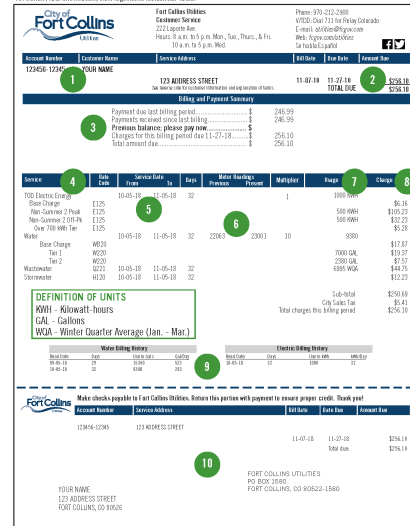
- Contact Customer Care as soon as possible – 970-212-2900
 - Set up a payment arrangement
 - Connect with partner agencies for payment assistance options

A payment arrangement is an agreement you establish with Fort Collins Utilities that allows you more time to pay off your past-due balance.

- Pay the current month's charges in addition to a set portion of your past-due charges to keep your service connected
- Renters required to obtain landlord permission for arrangements over 14 days

How to Read Your Fort Collins Utilities Bill – Residential

*For current rate information, visit fcgov.com/residential-rates.



1 Account Number: 123456-12345
2 Customer Name: JOHN DOE
3 Service Address: 123 ADDRESS STREET
4 Meter Number: 12345678
5 Service Dates: 10-05-18 to 11-05-18
6 Meter Readings: 2204.3
7 Usage: 2300.00
8 Charges: \$256.10
9 Water Billing History: 10-05-18 to 11-05-18
10 Electric Billing History: 10-05-18 to 11-05-18

1. Account information, including account number and service address.
2. Your current billing period total for all services and your overall total, including unpaid amounts from past billing periods.
3. Breakdown of previous and current balances. **Total amount due** includes past unpaid charges.
4. **Services** vary depending on household.
TOD Electric Energy and **Water** base charges are applied depending on customer type (residential or commercial). There are three tiers for water and a tier for electric use over 700 kWh (except for all-electric heat homes).
Wastewater is based on use during the WQA, which estimates your average indoor water use from January through March. If the usage is low enough, you are charged for the minimum WQA (3,000 gallons for single-family homes). Customers who haven't been in a residence long enough to establish a WQA are billed the median residential WQA of 4,000 gallons per single-family home.
Stormwater is a fixed fee based on lot size and percentage of surfaces that do not absorb water, such as buildings and concrete surfaces.
5. **Service Date** is the time period of use ranging from 28-32 days.
6. **Meter Readings** show the total overall usage indicated by your water meter at the beginning and end of the service period.
7. **Usage** is your total usage for the service period. Monitor your energy and water use in daily, monthly and annual intervals at fcgov.com/monitormyspc.
8. **Charge** is the amount owed for your usage based on current rates. For current rate information, visit fcgov.com/residential-rates.
9. **Water and Electric History** shows your previous use, which varies depending on space.
10. Below the dotted line is the bill stub. Include when paying by mail or in person.

WAYS TO PAY YOUR BILL

Online: fcgov.com/bill
 Phone: 970-212-2900
 Mail: PO Box 1580, Fort Collins, CO 80522-1580
 In Person: 222 Laporte Ave.
 More information: fcgov.com/payment-options

fcgov.com/utilities
utilities@fcgov.com

970-212-2900
 TDD 711

Payment Assistance Programs



- Payment Assistance Fund
 - Once per season (October 1 – September 30)
 - At least one day past due
 - 80% of Area Median Income
 - Contact partner agencies
 - Catholic Charities – 970-484-5010
 - La Familia/The Family Center – 970-221-1615
 - Discover Goodwill – 1-888-775-5327
 - fcgov.com/PAF



Payment Assistance Fund

(One-Time
Assistance)

- Neighbor to Neighbor Utility Assistance
 - Only for renters
 - 80% of Area Median Income
 - All Fort Collins utility services are covered except for Broadband
 - Contact
 - n2n.org
 - 970-484-7498



**Income-
Qualified
Assistance
Program**
(Discounted
Rate)

- ~23% rate reduction
- Qualifications
 - LEAP Approved
 - 60% of State Median Income
- Utilities Insights and Conservation Programs
- fcgov.com/IQAP or 970-212-2900



Medical Assistance Program

(Discounted
Rate)

- ~23% rate reduction
- Qualifications
 - Medically necessary electric equipment or air conditioning
 - Physician certification
 - 60% of Area Median Income
- fcgov.com/MAP or 970-212-2900

What Utilities Affordability Programs do you qualify for?

Step 1: **Confirm** you are a Fort Collins Utilities electric and/or water/wastewater customer.

Step 2: **Verify** gross income (amount of money your household earns before taxes).

60% Colorado State Median Income 2020	
# in Household	Income Limit
1	\$31,428
2	\$41,100
3	\$50,772
4	\$60,456
5	\$70,128
6	\$79,800
7	\$81,612
8	\$83,424

You may qualify for:

- **Low-Income Energy Assistance Program (LEAP):** help with wintertime heating costs
- **Income-Qualified Assistance Program (IQAP):** must be enrolled in LEAP for reduced rate on elements of utility services

60% Larimer County Area Median Income 2020	
# in Household	Income Limit
1	\$39,540
2	\$45,180
3	\$50,820
4	\$56,460
5	\$61,020
6	\$65,520
7	\$70,020
8	\$74,580

You may qualify for:

- **Medical Assistance Program (MAP):** households that require medically necessary electrical equipment or air conditioning

80% Larimer County Area Median Income 2020	
# in Household	Income Limit
1	\$52,760
2	\$60,240
3	\$67,760
4	\$75,280
5	\$81,360
6	\$87,360
7	\$93,360
8	\$99,440

You may qualify for:

- **Payment Assistance Fund (PAF):** households with a current past due notice
- **Colorado's Affordable Residential Energy Program (CARE):** free weatherization and energy efficiency upgrades

Step 3: **Apply** at fcgov.com/UAP.

Note: All Utilities customers are eligible for a free home efficiency assessment and products through the Larimer County Conservation Corps, regardless of income.



¿Califica usted para programas de servicios públicos a precios asequibles?

Paso 1: **Confirme** que usted es cliente de servicios de luz, agua o aguas residuales de Fort Collins Utilities.

Paso 2: **Verifique** su sueldo bruto (ingreso familiar antes de la deducción de impuestos).

60% Ingreso Medio del Estado de Colorado 2020	
Núm. de personas que viven en el hogar	Límite de ingresos
1	\$31,428
2	\$41,100
3	\$50,772
4	\$60,456
5	\$70,128
6	\$79,800
7	\$81,612
8	\$83,424

Quizá califique para:

- **Low-Income Energy Assistance Program (LEAP):** ayuda para cubrir el costo de calefacción en el invierno
- **Income-Qualified Assistance Program (IQAP):** deberá estar inscrito en LEAP para recibir una tarifa reducida en ciertos elementos de los servicios de luz y agua

60% Ingreso Medio del Área del Condado Larimer 2020	
Núm. de personas que viven en el hogar	Límite de ingresos
1	\$39,540
2	\$45,180
3	\$50,820
4	\$56,460
5	\$61,020
6	\$65,520
7	\$70,020
8	\$74,580

Quizá califique para:

- **Medical Assistance Program (MAP):** hogares que requieren equipo eléctrico para uso médico necesario o aire acondicionado

80% Ingreso Medio del Área del Condado Larimer 2020	
Núm. de personas que viven en el hogar	Límite de ingresos
1	\$52,760
2	\$60,240
3	\$67,760
4	\$75,280
5	\$81,360
6	\$87,360
7	\$93,360
8	\$99,440

Quizá califique para:

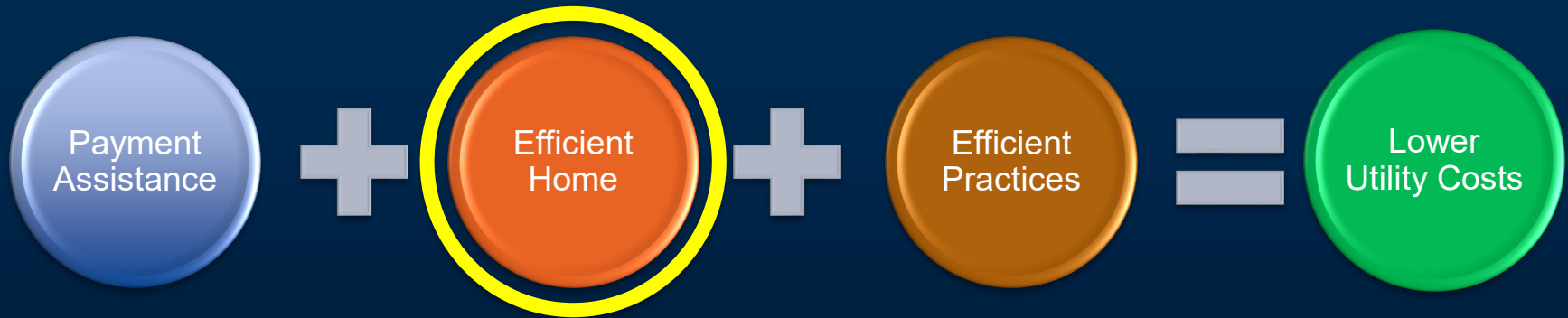
- **Payment Assistance Fund (PAF):** hogares con una factura vencida actual
- **Colorado's Affordable Residential Energy Program (CARE):** mejoras gratuitas para la impermeabilización y el uso eficiente de energía

Paso 3: **Complete** su solicitud hoy en fcgov.com/UAP.

Nota: Todos los clientes de Servicios Públicos son elegibles para una evaluación de eficiencia del hogar y productos gratuitos a través de Larimer County Conservation Corps, sin importar su nivel de ingresos.



Efficiency Programs



- Free water and energy efficiency upgrades (Feb. – May)
- Basic Efficiency Assessment
- Equipment replacement (e.g., LED light bulbs, low-flow fixtures, smoke/carbon monoxide detectors, high-efficiency toilets)
- Qualification
 - Customer of participating utility
- fcgov.com/lccc or 970-498-6660



**LCCC Water
and Energy
Program**
(Basic Retrofits)

- Free energy efficiency upgrades
- Energy Assessment
- Equipment replacement (e.g., HVAC, insulation, lighting, low-flow fixtures)
- Qualifications
 - 80% Area Median Income
 - Customer of participating utility
- energyoutreach.org or 303-226-5061



**Colorado
Affordable
Residential
Energy**
(Deep Retrofits)

Efficiency Practices





MyWater Portal: fcgov.com/MyWater



MyEnergy Portal: fcgov.com/MyEnergy

- Track utility use and costs
- Find new ways to save
- Set leak alerts
- Earn rewards for energy savings



Monthly newsletter for Fort Collins Utilities customers with tips to save energy and water to lower utility bills.

March 15-21 is Fix a Leak Week. Fixing easily corrected household water leaks can save you 10% on water bills.

LEARN

Did you know Fort Collins Utilities' leak notification system detected **83,500** large leaks in 2020?

- The average leak rate was **112 gallons per hour**. That's enough to fill nearly three bathtubs every hour.
- These leaks wasted an average of **2,688 gallons per day** and between **five and 20 times** more than the typical household uses each day.
- That means the average leak adds **\$7** to a customer's water bill every day!
- Irrigation systems and toilets are the **top two** causes of leaks among Fort Collins Utilities customers.

ACT

- Sign up to **receive leak alerts** at fcgov.com/MyWater. This program allows you to identify unexplained water use, get notified of leaks and learn more about saving water.
- Find out how to fix **common leaks** at fcgov.com/leaks.
- Join the waitlist to get a **free sprinkler assessment** this summer at fcgov.com/sprinklers.
- Upgrade your toilet with a **\$50 toilet rebate**. Learn more at fcgov.com/toilet-rebates.
- There's still time to sign up for a **free home efficiency assessment** from Larimer County Conservation Corps. Eligible participants could receive a high-efficiency toilet and water-saving showerheads. Sign up online at fcgov.com/LCCC or call 970-498-6650.



FIND OUT MORE

- Learn more about **Fix a Leak Week** with helpful tips and information at epa.gov/watersense/fix-leak-week.
- **The Gift** is an organization dedicated to serving single moms and widows. If you qualify and would like a hand fixing a leak, submit an assistance request for repairs at TheGift.com.

fcgov.com/Utilities/UtilitiesInsights | 970-212-2900

Auxiliary aids and services are available for persons with disabilities. WTDD 711

- Monthly newsletter
- Low- or no-cost tips for energy and water savings
- [Fcgov.com/utilities-insights](https://fcgov.com/utilities-insights)

After learning more about Utilities programs and services, which are you most likely to try? (Choose all that apply)

- ☐ Payment Arrangements
- ☐ One-time Payment Assistance
- ☐ Monthly Payment Assistance
- ☐ Home Efficiency Assessment
- ☐ Tips from the Insights Newsletter
- ☐ None



970-212-2900
fcgov.com/utilities