



**City of Florence**  
 Utility Relief Program Guidelines  
 Adopted September 21, 2020  
 Resolution No. 24 Series 2020  
 Exhibit A

In response to the COVID-19 public health emergency, the Federal government passed the Coronavirus Aid, Relief, and Economic Security Act (CARES Act).

City of Florence residential customers impacted by COVID-19 may qualify to receive CARES Act utility assistance for any unpaid balances for water, sewer, and surface water management charges on the City of Florence utility bill for services received from March 1 to December 30, 2020.

**Cares Act Eligibility**

You may be eligible for CARES Act utility assistance if you meet the following criteria:

- **You have been impacted by COVID-19, and**
  - Examples of impact include job loss, reduced work hours, illness, and quarantine, among others
- You have a residential utility account with the City of Florence, **and**
- You participate in government assistance programs **OR** Your household earns at or below 80% area median income for the past 30 days.

**Government Assistance Programs (defined)**

- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Oregon Health Plan/Medicaid (OHP)
- LIHEAP or OEAP Energy Assistance received since October 1st, 2018
- Supplemental Security Income (SSI)
- Women, Infants and Children (WIC)
- Federal Low-Income Weatherization Assistance Program (USDOE) since October 1st, 2018
- Tribal Temporary Assistance for Needy Families (Tribal TANF)

**Household Income (defined)**

Your household must have earned at or below the following amounts for the past 30 days:

The table above is the Average Median Income for Lane County as of March 2020. For current information please access this [link](#).

| Monthly Average Median Income |                       |
|-------------------------------|-----------------------|
| <i>HH Size</i>                | <i>80 Percent AMI</i> |
| 1                             | \$3,267               |
| 2                             | \$3,733               |
| 3                             | \$4,200               |
| 4                             | \$4,667               |
| 5                             | \$5,042               |
| 6                             | \$5,417               |
| 7                             | \$5,788               |
| 8                             | \$6,163               |
| 9                             | \$6,536               |
| 10                            | \$6,909               |