

**GUIDANCE and FAQs**  
**CARES ACT RESIDENTIAL UTILITY COST SUBSIDY PROGRAM**

**Apply online at [www.petersburgak.gov](http://www.petersburgak.gov)**

**Eligibility:**

1. Only **one** application per household is allowed.
  - a. If a resident has two utility accounts, for example, the home they live in and a second home, the resident should apply for the subsidy for their primary residence.
  - b. If a resident has a home with two accounts, for example their primary account with Electric, Water, Wastewater, and Garbage Pickup and a second account with only Electric for their garage, the resident should apply only for the main account with full services.
  - c. Commercial accounts are not eligible for this subsidy.
  - d. The only eligible utility subsidy for harbor utility accounts is the residential subsidy for liveaboard status accounts. If your account is not set up as a liveaboard (which pays additional services) then your account is not eligible. Liveaboard status should have been active since March 11, 2020 without interruption to be eligible.
  - e. The applicant must be named on the account (as the applicant certifies to their economic hardship due to COVID-19) and they must be the ones to apply and to sign.
  - f. The applicant/household member must have resided continuously at the dwelling since **MARCH 11, 2020** (if someone moves residences, but immediately (no more than 2 days have elapsed) opens a new account, then an application should be submitted with the new account number (with reference to the old account to prove an account has been open continuously)
  - g. All applicants must check the box certifying that they are currently a resident of the Petersburg Borough and have been so continuously since March 11, 2020.
  - h. All applicants must check the box certifying that they **have incurred** economic hardship due to the COVID-19 public health emergency
  - i. All applicants must check the box certifying that they **continue to face** economic hardship due to the COVID-19 public health emergency
  - j. Applications are due by **NOVEMBER 30, 2020**

**How much is the subsidy?**

The utilities cost subsidy for each residential applicant is a one-time credit on account in the amount of \$500.

**When is the deadline?**

November 30, 2020

**Who can I speak to with any questions?**

If your questions aren't addressed in this document, please call the Finance Department at 772-4425

### **What constitutes economic hardship due to COVID-19?**

The economic impact of the pandemic has been wide-reaching and is unique to each person. Examples include, but are not limited to:

- A person who has lost a job, has had hours cut back, has not been able to work for any COVID-19 reason, or has not been able to find work due to the impact of COVID-19 closures on the economy.
- A person who has incurred personal expense to ensure safety of themselves and family members.
- People who have incurred COVID-19 related increased expenses relating to health/mental health care during the pandemic
- Costs relating to meeting quarantine requirements.
- Costs relating to falling ill with COVID-19.
- A family that has incurred costs relating to ensuring children are able to attend school remotely.

### **Will you be sending acceptance letters?**

No. However, if your application is rejected a staff member will call or email to let you know why (except for duplicate applications).

### **Can a subsidy be applied to a closed account?**

Per federal guidelines, under no circumstance can a subsidy be applied to a closed account. If you are moving, please contact the finance department and we will ask you to submit an application with the new account number, so long as the account is opened within two days of closing the old account.

### **What happens if I close my account before a subsidy is used up?**

As usually happens any amount owed or credit remaining on a closed account is the responsibility of the account owner. If there are funds remaining on your account, they may be transferred to a new account. If the account is closed and no new account opened, a check for the remaining credit will be issued.

### **Should I continue to pay my bill?**

If you are able, we recommend that you pay all or part of your bill.

### **My utilities are included in my rent, can apply for the subsidy?**

No, if the utility account is in your landlord's name, you may not apply.

### **When will the subsidy be applied to my account?**

Likely towards the beginning of December.

### **How do I apply for the utility subsidy?**

Online on the Borough's website [www.petersburgak.gov](http://www.petersburgak.gov)

### **What if I don't have internet access?**

The Petersburg Public Library has computers for the public to use that have internet access. The application can also be filled out and submitted on a smart phone with data.

### **Will a receipt be sent when a payment has been applied to my account?**

No, you will see the payment on your December Utility Statement.

