

**NMB Water/Jacobs  
Customer Service Policy \_\_\_\_\_  
Directive Number \*.\*\***

**Title:** We Care Payment Assistance

**For Information Contact:** Customer Service (305) 948-2960, (305) NMB-watr,  
(305) NMB-WATER, or [customerservice@citynmb.com](mailto:customerservice@citynmb.com)

**Ordinance/Resolution:** \_\_\_\_\_

**See Also:** \_\_\_\_\_

**Effective Date:** Immediately

**Authorized By:** \_\_\_\_\_

**Introduction**

It is inarguable that the supply of water is a growing industry, with respect to need and cost. Clean, accessible, water is necessary for human existence. As with most necessary commodities, the supply of clean water can be costly. Because of rising costs, and stagnant income growth, some consumers have difficulty making payments for water service, and are subject to service interruption for non-payment. Florida has no rules, laws, or regulations, which prohibit or otherwise restrict or limit a utility’s ability to interrupt utility service for delinquency or non-payment. However, NMB Water and The City of North Miami Beach recognize localized economic struggles which plague some members of its service territory, and the impact that these struggles have on the ability of customers to make payments for water service.

The impact of the inability to make payments, and retain service, is not limited to individual customers or households; the utility is also impacted. Lost and or delayed revenue impact the ability to cover the cost of operation. It also causes increases in labor costs to address delinquent accounts, to include an uptick in telephone and walk-in, customer consults, as well as service interruptions and reconnects. In addition, every water meter that is locked represents loss revenue to the utility.

Therefore, a localized approach to customer payment assistance is not just a necessary act of compassion, but also a vital business process. We Care to Share, addresses both.

**Purpose**

We Care to Share is a program that exists to assist families and individuals pay utility bills with the City of North Miami Beach. This program is funded by concerned customers of NMB Water Utility, who contribute freely to assist families in crisis.

**Policy**

We Care to Share will provide customer assistance for approved applicants that are in crisis and or otherwise meet the established program requirements. Customer assistance is limited to a once per year award not to exceed \$300.00. Applications for assistance can be obtained at Customer Service, 17011 NE 19<sup>th</sup> Avenue, North Miami Beach, FL – 1<sup>st</sup> floor of City Hall. Additional applications are available at the non-profit office of XXXXXXXXXXXXXXXXXXXX – located at (TBD).

To be eligible for We Care to Share funds, you will need to:

- Physically reside in the NMB Water service area
- Have an account with NMB Water and (in some cases or) reside at the service location

- Have identification with the same address as the NMB Water account (you do not need to be the account holder)
- You must have a copy of an NMB Water bill, final notice or disconnect notice
- Be in danger of being turned off or are already turned off
- Show proof of ability to pay future bills
- Have exhausted other available utility assistance sources, such as government-funded programs
- Have no history of fraud or service tampering (the same applies to anyone living in the household). This may include using a minor or fictitious name, unauthorized connection of the meter or tampering with the water service in any way
- Have a total household income that falls at or below 150 percent of the Federal poverty level (this includes the incomes of everyone in the home)

**2019 Federal Poverty Guidelines**

Household Size	100%	138%	150%	200%	250%
1	\$12,490	\$17,236	\$18,735	\$24,980	\$31,225
2	\$16,910	\$23,336	\$25,365	\$33,820	\$42,275
3	\$21,330	\$29,435	\$31,995	\$42,660	\$53,325
4	\$25,750	\$35,535	\$38,625	\$51,500	\$64,375
5	\$30,170	\$41,635	\$45,255	\$60,340	\$75,425
6	\$34,590	\$47,734	\$51,885	\$69,180	\$86,475
7	\$39,010	\$53,834	\$58,515	\$78,020	\$97,525
8	\$43,430	\$59,933	\$65,145	\$86,860	\$108,575

For households with more than 8 persons \$4,320.00 per person

For the purpose of this policy, customer assistance is defined as an organized, institutional, effort of the City of North Miami Beach and NMB Water to help payment-troubled, and or otherwise at-risk customers, to maintain water service. We Care to Share assistance is not intended as an answer to chronic financial distress or long-term debt; therefore, awards are limited to once per year.

- All applications for assistance must be approved by the Utility Director or his/her designee.
- All awards are considered on a first come first served basis and are awarded as funds are available.
- Nothing herein guarantees payment assistance; no payment assistance will be awarded beyond funds available within the We Care to Share Program.

**Funding**

This program is funded by concerned customers of NMB Water Utility.

### **Program Administration**

This program is administered by the non-profit agency XXXXXXXXXXXXXX (TBD). They will act as the program liaison between the City of North Miami Beach, NMB Water and the community.

### **Customer Donations**

- Through Project Round Up at the customer request, NMB Water Customer Service will automatically round up customer utility bills to the next highest dollar amount. For example, a monthly bill of \$133.75 would be automatically rounded up to \$134.00. The additional \$0.25 cents would become a contribution to We Care to Share. Donations will vary each month based upon the utility bill amount. The minimum amount per account contributed each month is \$0.01, and the maximum is \$0.99. The maximum contribution in a year is \$11.88 (\$0.99 times for 12 months).
- Make a one-time contribution – Just send a check or money order with payment and designate the payment as a donation.
- Make a set monthly contribution – Obtain and complete a donation card to have desired contribution added to your monthly bill.