



CITY OF ROSEMEAD
COVID-19
EMERGENCY UTILITY ASSISTANCE PROGRAM (EUAP)
FAQS

Questions: RosemeadERAP@housingprograms.com

GENERAL QUESTIONS

1. What is the source of these program funds?

EUAP funds are available under the Community Development Block Grant (CDBG) Program from the U.S. Department of Housing and Urban Development (HUD) and the Federal CARES Act.

2. Are program funds a Loan or Grant?

These funds are for grants. Repayment is not required.

3. What is the maximum amount of the grant?

The maximum assistance the City can provide is a one-time grant of \$1,000 per household.

4. How does a resident apply?

- Applicant will be able to apply online by computer, tablet or cellphone without printing the application.
- The application website will be provided as soon as the program is open for applications.
- The application can also be printed from the City website.
- If the applicant does not have internet access, City staff will mail the application.

5. I do not have an electronic device or internet access. Can I submit the application at City Hall?

Yes, you can drop off your application at City Hall, Mondays through Thursdays, from 8:00 a.m. to 5:00 p.m. during the application period. The application period dates are yet to be determined (TBD). There will be a drop off box City Hall by the main entrance. You can also mail your application to the City of Rosemead, but the application must be postmarked by the due date.

6. Whose application will you review first? Is it first come-first served basis?

Processing of applications will not be on a first come-first served basis. All applications submitted by due date, that also include all required supporting documentation, will be assigned a random number. Incomplete applications will not be assigned a random number and will not be included in the lottery. Applications will be reviewed for eligibility and funded in the order of the assigned random number, if selected in the lottery.

7. What If I could not submit before the due date? Will you re-open the program?

It will depend on availability of funding after the first round of application period. The City will be advising the public if the program will re-open.



8. How long do I wait to know if I am approved for the program?

You should hear from the City within approximately 2 weeks from the application deadline. We may contact applicants sooner for questions on the application; or to let applicants know if they did not qualify for not meeting program requirements.

9. When is the last day to ask for help/technical assistance in completing the application?

TBD. Please call or email for technical assistance at 714-253-7324 or RosemeadERAP@housingprograms.com.

10. I do not have a Social Security Card. Can I still apply for the program?

The head of household/applicant must have a Social Security card. Other members of the household that do not have a Social Security Number (SSN) can use the Individual Taxpayer Identification number (ITIN) in lieu of a SSN.

11. I am a property owner. I do not live in Rosemead, but I own a rental property in Rosemead. Do I qualify for the program?

No, but your tenant may qualify if your tenant is experiencing hardship due to COVID-19. Have your tenant apply.

PROGRAM REQUIREMENTS

1. Who qualifies for utility assistance?

- Households that **rent** a residential housing unit in the City of Rosemead; and
- The residential housing unit is the household's primary residence; and
- The household income has been drastically reduced due to COVID-19; and
- The current household income is below 80% of the Los Angeles County Median Income (see chart next page).

2. Do I qualify if I am unemployed?

- Not necessarily.
- Your income has to have gone **DOWN** to qualify.
- If your income has gone **UP**, you will **NOT** qualify.

3. How will the amount of utility assistance I receive be determined?

The City will use the amount shown on your actual utility bill. Assistance cannot exceed \$1,000.

4. What utilities will the City pay?

The City can help pay your water, trash/sewer, electric and gas bills.

5. Will I receive the money to pay the bill?

- No. The City will make the payment directly to the utility company.
- You will need to give the City the bill each month.

6. What if I am behind in paying my utility bills, will the City pay all my delinquent amount plus 3 more months?

No. The City can only pay for three months' worth of your utility bills.

7. What if I have been able to pay my utility bills but that meant not paying something else?

- The City can pay three months of ALL of your utility bills even if you are not delinquent.
- The City encourages you to include all of your utility bills in the application even if you are not delinquent.

8. How long will the City help me, and can I apply again?

- The City will help pay up to 3 months of your utility bills, not to exceed \$1,000.
- You can only apply one time.

INCOME QUESTIONS

1. What do you consider as income?

- State unemployment (before deductions).
- All wages (before deductions) from everyone over the age of 18 that is still working.
- All other benefits from everyone who lives in the house like social security, pensions, welfare, disability, etc.
- See more information in Attachment A on the next page.

2. How do I prove a loss in income or revenue?

Per the application, submit required documentation.

3. How do I prove my income?

- A self-certification of household income is part of the application.
- This self-certification asks for total household income information.
- The self- certification allows the City to verify the information submitted.

4. What if I earned too much before COVID-19?

As part of the income verification, the city looks at the income you have right now and compares it to your pre-COVID-19 income to ensure there was a loss of income, in addition to the other income requirements.

5. I lost my job due to our company closing its business. I no longer have contact with my employer. How do I prove that I lost my job due to COVID-1?

You can submit your unemployment benefit, which will indicate that you lost your job.

ATTACHMENT A

**UTILITY GROSS MAXIMUM HOUSEHOLD INCOME LIMITS
FOR LOS ANGELES COUNTY**

| HUD LOW-MODERATE INCOME (LMI) LIMITS | | | |
|---|-----------------------|-----------------------|-----------------------|
| Household Size | Maximum Income | Household Size | Maximum Income |
| 1 | \$63,100 | 5 | \$97,350 |
| 2 | \$72,100 | 6 | \$104,550 |
| 3 | \$81,100 | 7 | \$111,750 |
| 4 | \$90,100 | 8 | \$118,950 |

Source: U.S. Department of Housing and Urban Development. These income figures are subject to change annually (last updated: 4/02/20).

Gross income for the purposes of determining household income includes all unemployment, wages, overtime, retirement, disability, pension, social security, child support, alimony and other regular earnings of the household members before any deductions (i.e., taxes, retirement contributions, union dues, etc.). Income is based on earnings from the time of the application projected for the next 12 months.

All income sources are verified using third party sources such as employers, Employment Development Department (EDD), pension funds, social security administration, Internal Revenue Service (IRS), etc. If a member of the household is an adult student (living away from home), he/she may be counted as a member of the household in determining the household size. However, the adult student must be verified as: (1) dependent, (2) full-time student, and (3) living away from home.