



City of Denton

City Hall
215 E. McKinney Street
Denton, Texas
www.cityofdenton.com

AGENDA INFORMATION SHEET

DEPARTMENT: Customer Service

CM/ DCM/ ACM: Frank Dixon, Assistant City Manager

DATE: August 16, 2022

SUBJECT

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager to execute Low Income Household Water Assistance Program (LIHWAP) vendor agreement between the Texoma Council of Governments, and the City of Denton, Texas; providing for the acceptance of funds issued to Denton Municipal Utilities on behalf of customers; and providing an effective date. The Public Utilities Board recommends approval (5-0).

BACKGROUND

The City of Denton has partnered with the Texoma Council of Governments (TCOG) for participation in the Low Income Household Electricity Assistance Program (LIHEAP) since 2018. Through this program, TCOG accepts applications for assistance and evaluates them to determine if they meet qualification guidelines. As long as they have funding available, they will then send funds to cover the customer's eligible utility bill.

Recently, funding for a Low Income Household Water Assistance Program (LIHWAP) has become available. In order to send funds to a utility on behalf of a customer, a vendor agreement must be executed between the TCOG and that utility. The City of Denton wishes to execute an agreement to expand our customer's access to utility assistance funding. The agreement provides guidelines for use of any funds received by the City of Denton. Funds are managed and distributed by TCOG on behalf of the customer and are made as a direct payment to a customer's account.

RECOMMENDATION

Staff recommends that the Council approve the City Manager to execute the LIHWAP vendor agreement with the Texoma Council of Governments for participation in the utility bill assistance program.

PRIOR ACTION

Public Utilities Board – August 8, 2022

FISCAL INFORMATION

None. Funds are managed and distributed by TCOG on behalf of the customer and are made as a direct payment to a customer's account.

EXHIBITS

1. Exhibit 1 - Agenda Information Sheet
2. Exhibit 2 – Ordinance
3. Exhibit 3 – LIHWAP Vendor Agreement

Respectfully submitted:

Tiffany Thomson

Director of Customer Service and Animal Services

Prepared by:

Christa Foster

Customer Service Manager