

FRANCHISE FEE REBATE/CREDIT PROGRAM

Frequently Asked Questions (FAQ's)

1. Who can apply for the Franchise Fee Rebate/Credit Program?

- a. Applicant **MUST** be a city resident (homeowner or renter) for electric and gas rebate/credit.
- b. **Household income for 2015 CAN NOT BE MORE THAN \$32,400.00**

2. What are the rebate/credit amounts for each utility franchise fee?

- a. There is a Flat Rebate/Credit per Household by Utility (Based on Previous Averages): The program will provide standardized rebate/credit by utility for approved applicants. Each approved household can qualify for up to \$175.00 in rebate/credit calendar year 2015:
 - i. **Kansas Gas** **\$25.00**
 - ii. **Westar Energy** **\$50.00**
 - iii. **Topeka Water Utility** **\$60.00**
 - iv. **Topeka Wastewater Utility** **\$40.00**
 - v. **MAXIMUM REBATE/CREDIT** **\$175.00**
- b. Rebate/credits WILL BE PAID DIRECTLY TO EACH UTILITY COMPANY THAT APPLICANT QUALIFIES FOR on behalf of the applicant.
- c. **NO REFUNDS WILL BE PAID DIRECTLY TO THE APPLICANT.**

3. Where do I get an application form?

- a. Community Resources Council (CRC) will be administering the program for the City of Topeka. Call CRC at 785-233-1365 or visit CRC's website for forms at www.crcnet.org.
- b. Forms are available for pick up from:
 - i. Community Action – 1000 SE Hancock St.
 - ii. Community Resources Council – 455 SE Golf Park Blvd.
 - iii. Jayhawk Area Agency on Aging – 2910 SW Topeka Blvd.
 - iv. Topeka & Shawnee County Public Library – 1515 SW 10th St.

4. What do we mean by a "COMPLETE" application?

- a. Application **MUST** be filled out and signed by applicant.
- b. Applicants **MUST** provide proof of address and income.
- c. Examples include: a government issued personal identification card, KS driver's license or a 2015 Federal and/or 2015 State Tax Return.
- d. Applicants must provide proof to qualify by one of the following:
 - i. **If disabled – MUST provide an SSDI card or current SSDI Statement.**
 - ii. **If by age – MUST provide identification showing birth date**
 - iii. **If by dependent children – MUST provide identification; medical card, birth certificate and list all names of children in the household with their Social Security cards.**

- e. **MUST** provide a recent utility bill from each utility Company that a rebate/credit is being requested; for Kansas Gas, Westar Energy and/or the City Water Division.

5. What do you mean by claim year?

- a. The claim year is the prior year. If you are applying for a rebate/credit in 2016, the Franchise Fee Rebate/credit/Credit Program claim year will be for utility franchise fees paid 2015.

6. How long does it take to process my application?

- a. Once CRC receives a completed application with documents proving eligibility – the application will be processed and a notice of Franchise Fee account credit will be sent to the applicable utility company (Kansas Gas and Westar Energy). CRC will send a list to the City's Water Division of all approved applicants for a water account credit. Posting to accounts may take up to 4 to 8 weeks.

7. What is the application deadline for these programs?

- a. Completed Applications will be accepted from January 19 – December 20, 2016. However, the program will close without notice when funding is exhausted or December 20, 2016.

8. I owe money on my city water account. Will I still receive a credit on my account?

- a. The approved amount will be applied as a credit to your account. If you closed your utility account and have no delinquent or unpaid charges to the City of Topeka, then a check may be issued to you.

9. What if I have moved during the claim year?

- a. You **MUST** provide your previous address on the space provided on the application.
- b. You **MUST** provide copies of previous and current utility bills.

10. My relative has utility accounts, but I pay the bills on their behalf. Will I receive the Utility Rebate/Credit since I pay the bills on that accounts?

- a. **No.** The customer's name indicated on the utility accounts (the individual who established the accounts) is the ONLY individual who can apply for the rebate/credit.

11. The Rebate/Credit states it is for water and wastewater. I only have wastewater service provided by the City. Can I apply for a rebate/credit for just wastewater?

- a. Yes, just simply select the Wastewater option on the Application form.

12. Will this affect HMIS eligibility?

- a. No. Applicants who receive the Franchise Fee Rebate/Credit WILL NOT be barred from receiving other utility assistance within Shawnee County.

13. Where can I learn more about these programs:

- a. Contact CRC at 785-233-1365 or their web site at www.crcnet.org

14. I don't have a computer so I prefer to talk with someone about these programs. Who do I contact?

Call CRC at 785-233-1365 and a representative will assist you.