

# IOWA RESIDENTIAL UTILITY DISRUPTION PREVENTION PROGRAM



The Residential Utility Disruption Prevention Program will provide short-term relief to eligible residential electric, natural gas and water utility customers that face significant hardship in the payment of utility bills for service provided between March 17, 2020 and October 31, 2020.

## FUNDING

- Funding source: Federal Coronavirus Aid, Relief, and Economic Security Act (CARES Act)
- Funding available: \$14.5 million (to be shared with the Small Business Utility Disruption Prevention Program)

## ASSISTANCE

- Electric, natural gas, and water utility assistance for unpaid debt on service provided between March 17, 2020 and October 31, 2020.
- Maximum award per applicant: Current balance due (may include past debt for service dates between March 17 and October 31) for electric, natural gas, and/or water service not to exceed \$2,000, whichever is less.
- Financial assistance can only be applied to the applicant's utility bills. The applicant's utility service provider will receive a credit, which will be applied to the applicant's utility account.

## ELIGIBILITY

- Applicant must be an Iowa resident, with an active residential account.
- Applicant must have an unpaid balance or have previously entered into a payment plan with their utility provider.
- Renters may apply as long as the utility account is in the applicant's name.
- Annual income must be 80% of Median Family Income (MFI), based on county and household members.
- Must have experienced a COVID-19 loss of income (job loss, reduction in hours, reduction in pay) on or after March 17, 2020 that resulted in hardship in paying bills for electric, natural gas, and/or water utility service provided between March 17, 2020 and October 31, 2020.

## APPLICATION PROCESS

- Applicants will submit an application for assistance via an online portal
- The application deadline is November 20, 2020.
- Applications will be reviewed in the order in which they are received. Assistance will be awarded based on application completeness and eligibility until all funds have been exhausted
- Assistance will be made as a one-time payment, per application, from IEDA to utility provider(s) to be deposited in the applicant's account(s), which will be applied as a statement credit.

## QUESTIONS

- For Frequently Asked Questions and additional information please visit [IowaHousingRecovery.com](http://IowaHousingRecovery.com) and select learn more under Residential Utility Disruption Prevention Program.
- Utility Recovery Help Line: 877.463.3269 or 515.348.8976