



## Legislation Text

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**File #:** 12183, **Version:** 1

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### **TITLE**

Vendor Payment Agreement With Mid Florida Community Services, Inc., and Hernando County Water and Sewer District for Low Income Household Water Assistance Program

### **BRIEF OVERVIEW**

Hernando County utility customers will have an opportunity to apply for financial assistance regarding their water and sewer services provided by Hernando County. Mid Florida Community Services, Inc., program mission is to assist Hernando County customers who are facing difficult financial times.

Once the customer has applied and approved, Hernando County receives a payment voucher, which is a promise to issue payment, on behalf of the utility customer. Within 45 days of receiving the voucher, Hernando County will receive the promised payment which will be applied to the customer's account. In most cases, this payment will prevent customers from becoming delinquent with the possibility of disconnection for nonpayment. The utility team will track approved customers and flag accounts to ensure the customer doesn't request a refund if payment results in a credit on the account. This program's assistance does not provide financial assistance directly to the customers.

At the end of each fiscal year, within 45 days, Hernando County will issue a refund payment to Mid Florida Community Services, Inc., for any portion of the payments issued for those customers who have terminated their utility services. In doing so, this allows Mid Florida Community Services, Inc., to re-distribute any remaining funds from terminated customers, for funds to be available to assist another customer.

### **FINANCIAL IMPACT**

This agreement ensures that Hernando County will collect revenue for services provided to customers who may otherwise be unable to make payment.

### **LEGAL NOTE**

The Board is Authorized to act on this matter pursuant to Chapter 125, Florida Statutes.

### **RECOMMENDATION**

It is recommended that the Board approve and authorize the Chairman's signature on the attached vendor payment agreement with Mid Florida Community Services, Inc., and Hernando County Water and Sewer District for low-income household water assistance program.