

## 2021 FRANCHISE FEE CREDIT PROGRAM FAQ's

### (Frequently Asked Questions)

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

- a. Applicant **MUST** be a city resident (homeowner or renter) for electric and gas credit.
- b. **Household income for 2020 CAN NOT BE MORE THAN \$34,450.00**, must provide 2020 IRS 1040 form or if not required to file taxes, then an SSI or SSDI annual statement for 2020.

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

- a. There is a Flat Credit per Household for each Utility. The program will provide a standardized credit by utility for each approved applicant. Each approved household can qualify for up to \$340.00 in credit for the calendar year 2020:

i. Kansas Gas	\$100.00
ii. Evergy	\$100.00
iii. Topeka Water Utility	\$ 75.00
iv. Topeka Wastewater Utility	\$ 75.00
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v. MAXIMUM CREDIT	\$350.00

- b. 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](http://www.crcnet.org).
- b. Forms are available for pick up from:
  - i. Community Resources Council – 455 SE Golf Park Blvd.
  - ii. Any Community Agency in Topeka such as: Doorstep, Let's Help, Community Action, Valeo, Salvation Army, and Topeka Public Library

#### 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, income, and social security number.
- c. Examples include: a government issued personal identification card, KS driver's license and a 2020 Federal and/or 2020 State Tax Return, and/or social security card.
- d. Applicants must provide proof to qualify by one of the following:
  - i. **If 55 and older MUST provide identification showing birth date or**
  - ii. **Disabled, if disabled – MUST provide an SSDI card or current SSDI disability letter,**  
**or**
  - iii. **If by dependent children – MUST provide identification; birth certificate and/or hospital letter and Social Security cards for ALL children in the household.**
- e. **MUST** provide a recent utility bill from each utility Company that a credit is being requested; for Kansas Gas Service, Evergy 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 credit in 2021, the Franchise Fee Credit Program claim year will be for utility use and franchise fees paid in 2020 for more than 6 months.

**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, Evergy and City's Water Division. 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 February 3<sup>rd</sup> – December 17<sup>th</sup>, 2021. However, the program will close without notice when funding is exhausted.

**8. I owe money on my utility account. Will I still receive a credit on my account?**

- a. The approved amount will be applied as a credit to your account, regardless of any overdue balance. If your utility account has been closed and there are no delinquent or unpaid charges owed to the utility company, 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.
- c. You **MUST** have 6-12 consecutive months of an active utility account for 2020.

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

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

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

- a. Yes, if you live within city limits of Topeka

**12. Will this affect HMIS eligibility?**

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

**13. Where can I learn more about the program?**

- a. Contact CRC at 785-233-1365 or their web site at [www.crcnet.org](http://www.crcnet.org)

**14. I don't have a computer, so I prefer to talk with someone about the program. Who do I contact?**

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