

**CROSSROADS UTILITY SERVICES – IN YOUR COMMUNITY
FINANCIAL ASSISTANCE APPLICATION**

This application must be completed in its entirety. Any information not completed or partially submitted may delay or lead to an application not being considered or accepted. Financial assistance is provided and determined by Crossroads as funds are available for the In Your Community program. The Recipient if selected will be notified by Crossroads that they have been awarded financial assistance for their water bill and on a one-time basis by Crossroads assistance will be issued for the balance of the current bill if under \$100 or up to \$100 if bill equals \$100 or is over that amount. **Due to an influx of interest in this program, please do not contact Crossroads Utility Services to inquire about the status of an application. If selected, the Applicant and Recipient will be notified.**

I. GENERAL INFORMATION ABOUT APPLICANT (Please type or print and complete all sections)

Applicants full name _____

Crossroads Account Number (15 digit) _____

(NOTE: Applicant must be an account holder of Crossroads to be considered)

Utility District _____

Street Address _____ City _____

State _____ Zip _____

Home phone (____) _____ Cell phone (____) _____

Preferred Email address _____

II. GENERAL INFORMATION ABOUT RECIPIENT (Please type or print and complete all sections)

Recipients full name _____

Street Address _____ City _____

State _____ Zip _____

Utility District _____

(NOTE Recipient must reside in the same community of the Applicant)

Home phone (____) _____ Cell phone (____) _____

Email address _____

**TERMS AND CONDITIONS FOR
IN YOUR COMMUNITY FINANCIAL ASSISTANCE PROGRAM
FROM
CROSSROADS UTILITY SERVICES, LLC**

Financial assistance will be issued for the balance of the bill if under \$100 or up to \$100 if bill equals \$100 or is over that amount. Receiving financial assistance from Crossroads Utility Services, LLC ("CUS"), DOES NOT stop or prevent any disconnection of services or accruing of late or delinquent fees. If the account balance is greater than the maximum assistance amount of \$100, the remaining balance is still subject to delinquent fees and disconnect of service per the applicable utility District's policies. Financial assistance from CUS will only be awarded to an account or resident once per year. If a recipient does not receive assistance after an initial application submission, that recipient is eligible to be considered each month upon re-submittal of an application, unless or until financial aid is awarded. Each applicant is able to apply three times per year. If aid is received and the recipient is referred again within a year from the month aid is awarded (by the same or different applicant), the application will be rejected. If a resident receives financial aid from CUS and later moves within their current District or to another District managed by CUS, they will still not be eligible for consideration of aid until a year from the month last awarded, regardless of change of address or account. All other rules for consideration are applicable as well for the new account. Only named account holders are considered eligible recipients of financial aid from CUS. Occupants not on the account and minors are not eligible for consideration. Financial aid from CUS will only be awarded to an account and/or recipient one time in a year's period, even if multiple names are listed/added on the account. In order to be considered each month (if aid is not received from CUS), the recipient must be referred by re-submittal of an application every month during the specified timeframe. Referrals can be made by the same applicant. Applications are not held from month to month for repeated consideration. Each month, applications for financial aid from CUS are accepted from the 1st through the 10th or until 50 applications have been received, whichever applies first. Applications will be rejected if any information submitted is incomplete or falsified. Recipients may be ineligible to receive financial aid from CUS if the account is not in good standing for other reasons including but not limited to services have been disconnected for delinquency, account has not met payment arrangements, services have been or are scheduled to be terminated by request of account holder, no payment has been received in the history of the account, the account is less than six months old, the recipient or account has received financial aid from Crossroads Utility Services less than a year from the latest referral. Applications may be reviewed on a monthly basis and be considered or rejected based on varying criteria of need and program rules as determined by CUS. The program application must be completed in its entirety including signature and agreement of Terms and Conditions herewithin stated. Any information not completed or partially submitted may delay or lead to an application not being considered or accepted. Financial assistance is provided and determined by Crossroads as funds are available for the In Your Community program. Applicants cannot refer themselves or member of their family. CUS part time and full-time employees and members of their families are disqualified for the program. Crossroads retains the right to reject and/or award any applicant for financial assistance. Rules for the program are subject to change.