



On the Water Front

December 2020

| A Message from John Balliew, P.E., President/CEO

CARES Act funds assist EPWater customers

Seeing El Paso Water customers get back on their feet is important to us.

With CARES Act utility assistance initiatives officially wrapped up, we are happy to report that 2,437 El Paso Water customers received a helping hand with overdue water bills. That's \$675,734 in financial assistance to our customers who have been impacted by COVID-19.



Relief funds

Early in the pandemic, we recognized the opportunity to help our customers who were financially affected by COVID-19 and in June secured \$500,000 in federal CARES Act grant funding through the City of El Paso for our utility assistance program.

Through our COVID-19 Assistance Program, we helped more than 1,857 residential customers and 44 small businesses with fewer than five employees pay overdue water bills. To qualify, we required that customers live within city limits, demonstrate loss of income during the pandemic and meet certain low-income and other eligibility requirements.

Two El Paso nonprofits also received CARES Act funds and joined the efforts to provide utility assistance for community members facing economic hardship because of COVID-19.

Amistad provided financial assistance to 417 families to help with overdue water bills. Project Bravo also helped expand our assistance efforts to help more than 119 residential customers with their water bills. Both organizations also provided electric and gas utility assistance.

Helping hands

Behind this great initiative is a great group of people. In this case, our team at the Tech₂O Learning Center refocused their education outreach efforts to lead EPWater's COVID-19 Assistance Program. They reviewed about 4,000 applications that came in to determine eligibility. They also worked in partnership with our Customer Service representatives who processed payments, issued receipts and notified customers.

We realize the uncertainties surrounding the pandemic have taken a financial toll on many El Pasoans, and we are happy to help provide some financial relief. We also helped many who didn't qualify for the grant program by extending payment plans to ensure customers have ample time to bring their accounts in good standing.

As we battle through the pandemic, trust that our workforce is dedicated to keeping our community safe and healthy. EPWater will continue essential work on the front lines, ensuring that El Pasoans have access to clean, reliable water services, which are key to preventing the spread of COVID-19.



On the Water Front is a publication of El Paso Water.
Contact Christina Montoya at [915.594.5596](tel:915.594.5596) or cmontoya@epwater.org with any comments or questions.

Share this email:



[Manage](#) your preferences | [Opt out](#) using TrueRemove™

Got this as a forward? [Sign up](#) to receive our future emails.

View this email [online](#).

1154 Hawkins Blvd
El Paso, TX | 79925 United States

This email was sent to .
To continue receiving our emails, add us to your address book.

emma

[Subscribe](#) to our email list.