

H₂O
Hot Springs



CITY OF HOT SPRINGS, AR

Q&A

What does H₂O stand for?

It stands for Help To Others, which is what this program is designed to do.

What is the H₂O Hot Springs program?

The program is designed to assist Hot Springs residential utility customers who find themselves in a position where that they cannot pay their utility bill and will either soon have, or already have, their water disconnected for non-payment. The program will be funded by donations received by the public. The City of Hot Springs collects and maintains the funds that are received. If the applicant qualifies and funds are available, the decision to provide assistance will be made by our administrative partner, Cooperative Christian Ministries and Clinic.

Who makes the decision as to who receives utility bill payment assistance?

Our administrative partner, Cooperative Christian Ministries and Clinic (CCMC) will interview and provide assessment forms for all residents that need to apply for utility bill payment assistance.

How often can a resident receive utility bill payment assistance through H₂O Hot Springs?

One assistance payment may be made per household per calendar year.

What is the most financial assistance a resident can receive?

Our administrative partner, CCMC, could authorize up to 75% of the required amount needed that will restore or prevent utility services from being shut off. The customer would be responsible for the remainder.

How does someone apply for utility bill payment assistance?

The utility customer would need to contact Cooperative Christian Ministries and Clinic (CCMC), visit with a staff member, and complete the assessment form for review by CCMC.

How can I make a donation to the H2O Hot Springs program?

1) Deliver or mail a donation to the office of Utility Billing Services; or 2) place an automatic donation on one's monthly utility bill.

When will assistance payments begin being made on behalf of residents in need?

The program needs to "build" a balance of \$1,000. Once the balance reaches this amount, applications will begin to be considered. The success of this program will depend on the donations received.

Has this type of program been used before?

Yes, there are a couple of cities in Arkansas that are using the same concept of assistance.

Why was this program initiated?

Our Board of Directors has requested that this type of program be started to assist utility customers that are experiencing difficulties paying their utility bill. This concept is beneficial, as it gives neighbors an opportunity to help other neighbors in need.

How can I help?

The best way to help to assure that this program is successful is for adequate donations to be given regularly, which will allow disbursements to be made to utility customers in need. Also, spread the word about H₂O Hot Springs to your neighbors and let them know of the opportunity to donate or tell someone that may be in need for this assistance.

Once assistance is approved, then what happens?

When financial assistance for a customer's utility bill has been approved and funding is available, the customer will be asked to pay the amount that is not paid by the fund (minimum of 25%) of the amount needed to restore or prevent water from being disconnected. The fund will then pay the amount that was authorized by CCMC (up to 75%) and apply that amount to the customer's utility bill.

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