

Trico COVID-19 Non-Residential Assistance FAQ

1. How much assistance can I receive?

Eligible Members may receive bill credit assistance of up to the lesser of \$2,000 or the balance of their bill(s).

2. How frequently can I receive assistance?

Eligible Members are limited to one bill credit every 60 days.

3. How do I qualify for assistance?

- a. Must be a Member; and
- b. **At least one** of the following must apply:
 - i. Closed as a result of COVID-19 Emergency (voluntary or involuntary) with the intent to reopen following the Emergency; or
 - ii. Significant loss of income or revenue as a result of COVID-19 Emergency

4. How do I get approved for assistance?

Trico has set up a COVID Assistance Team to work with Members to determine eligibility. Please complete the online application at <https://www.trico.coop/help-from-trico/> or call 520-744-2944 for assistance.

5. What documents will I need to verify my eligibility?

Trico has set up a COVID Assistance Team to work with Members to determine eligibility and collect documents. Depending on your situation the documents needed may include:

- a. Proof that your operations were closed because of COVID-19
- b. Copies of monthly financials showing loss of business revenue
- c. Prior year-to-date financials and current year-to-date financials showing loss

Trico will accept legible and complete documents that are delivered by:

1. Mail
2. Facsimile (520-547-0369)
3. E-mail to COVID Assistance Team (CVAssistance@trico.coop)
4. Sent via photo and text
5. Delivered to Dropbox at Trico Facility

You should put your name and account number(s) on all documents sent to Trico. Please call 520-744-2944 for assistance.

6. Where is the funding for this assistance coming from?

The funds for this program were donated by Trico at the direction of the Trico Board of Directors. Trico is working in partnership with the Trico Charitable Trust to administer the program.

7. How long will this assistance be available? Will this assistance be available after the COVID-19 crisis is over?

This program is intended to assist Members during the COVID-19 emergency and to address the financial impacts of the emergency. It is a temporary program that will remain in place for the foreseeable future.

8. Is Trico providing any other assistance to its Members?

Trico has contributed funds to agencies that assist Trico Members and the Trico community. Assistance with expenses other than Trico bills is available to qualifying Trico Members through these agencies. For example, the Trico Board has approved a donation to Wildfire to assist qualifying Trico Members with rent, mortgage, other utilities and expenses. For a list of agencies that serve Trico Members, please visit <https://www.trico.coop/help-from-trico/>.