

Trico COVID-19 Residential Assistance FAQ

1. How much assistance can I receive?

Eligible Members may receive bill credit assistance of up to the lesser of \$500 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. Household income must be at or below 200% of the federal poverty guidelines, OR
 - ii. Household must have suffered a loss of job or loss of income as the result of the COVID-19 emergency resulting in difficulty meeting regular expenses, OR
 - iii. Household must have incurred an unexpected and/or unplanned expense related to COVID-19 resulting in difficulty meeting regular expenses.

4. What income level meets the 200% federal poverty guideline?

The chart below provides the maximum monthly household income, by number of people in the household, that meets the 200% of the federal poverty guideline.

HH SIZE	1	2	3	4	5	6	7	8	9	10	***
Income	\$2,080	\$2,818	\$3,554	\$4,290	\$5,028	\$5,764	\$6,500	\$7,238	\$7,974	\$8,710	\$736.00

*** Each additional household member

5. 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.

6. 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:

1. List of all people in household
2. Proof of household income for the past 30-60 days (for example, pay stubs or other pay records for all people in the household)
3. Proof of loss of job, reduced pay or furlough without pay related to COVID-19 (for example, letter from employer/former employer, Notice of Termination or Furlough, or Application for Unemployment)

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.

7. 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.

8. How long will this assistance be available? Will this assistance be available after the COVID-19 emergency 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.

9. 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/>.