



City of Brighton Customer Assistance Program Partner Guidelines: Almost Home, Inc.

The Utilities Customer Assistance Program provides emergency utility bill assistance to individuals and families in Brighton facing a temporary financial crisis and Almost Home, Inc., will be the administrator.

Utilities Customer Assistance Program Guidelines

1. Applicants must complete a phone or in-person screening to determine eligibility with Almost Home, Inc., intake staff before assistance appointment with a case manager is scheduled.
2. Applicants must meet with Almost Home, Inc.'s, case manager and complete a budget in order to receive assistance.
3. Applicants will receive a brief case evaluation, as well as resources and referrals to assist with other areas of need.
4. Applicants will receive financial assistance in the form of a voucher issued by the City of Brighton and completed by Almost Home, Inc. This voucher will be used towards outstanding balances due to the City.
5. Voucher amount will not exceed the bill amount, but applicants may receive multiple vouchers up to \$300 in assistance per calendar year.
6. Almost Home, Inc., will provide the City of Brighton with monthly invoices detailing program impact and administrative costs.
7. Program subject to annual appropriation by City Council.

Participation Requirements

1. Must be a City of Brighton resident and show proof of residency at the address associated with the utility bill.
2. Must be a residential customer of the City of Brighton.
3. Verifiable and ongoing income is not required.
4. Assistance is available to both families and individuals.