



Economic Development, Communications and Marketing Committee

Item #20-798 Discussion and Possible Action on Communication Directives

September 2, 2020



City of Santa Clara
The Center of What's Possible

Insert: COVID-19 Relief Efforts

GARBAGE RATE REDUCTION ASSISTANCE

ADDITIONAL RATE REDUCTION FOR RESIDENTIAL CUSTOMERS
Due to continued impacts from the COVID-19 pandemic, the Santa Clara City Council approved several monthly garbage rate adjustments for residents. The previously approved \$3/month rate reduction for residential customers from August 2020 through January 2021 has been increased to make up for the previous garbage rate increase that went into effect on August 1, 2020. Commercial customers will continue to receive a \$3/month discount from August 2020 through January 2021.

WHAT YOU SHOULD EXPECT ON YOUR BILL

Residential Customers
Thanks to the additional rate reduction, residential customers will pay their original garbage rate* (NO INCREASE) from August 2020 through January 2021.
*Credits will appear on a future bill for August and September amounts. Limited exceptions may apply.
For more information, visit SantaClaraCA.gov/CityofSantaClara

Commercial Customers
All commercial and industrial customers will continue to receive an automatic \$3/month discount on their accounts from August 2020 through January 2021.

City of Santa Clara
For more information on solid waste services rates, visit SantaClaraCA.gov/CityofSantaClara

COVID-19 Relief Efforts for Santa Clara Residents and Businesses

RENTAL ASSISTANCE AVAILABLE FOR SANTA CLARANS
Are you a Santa Clara renter impacted by COVID-19? A second round of funding for the City's Emergency Rental Assistance Program will be available upon the funding will use eligible renters based on income levels in Santa Clara. For more information on whether you qualify for rental assistance, visit SantaClaraCA.gov/rental

FINANCIAL ASSISTANCE FOR SMALL BUSINESSES AND HOMEOWNERS
More grant funding is now available to assist small businesses and homeowners impacted by COVID-19 in Santa Clara. In addition to payroll and lease extensions, grant recipients may use the funding for rent relief and other improvements. To comply with the County of Santa Clara public health order on this issue, the City is reviewing grant applications on the waiting list. For more details, visit SantaClaraCA.gov/SmallBusinesses

HELP YOUR NEIGHBOR WITH UTILITY BILLS
The Help Your Neighbor program provides emergency assistance with utility bill payments for residents who are experiencing financial hardship. The City will use the donated funds to help residents who are having difficulty paying their utility bills during the COVID-19 pandemic. For more details, visit SantaClaraCA.gov/COVID-19relief

SANTA CLARA SUPPORTS LOCAL RESTAURANTS
The City is bringing third party food delivery fees to help local restaurants. Since interior dining is closed due to State and County public health orders, restaurants are relying on third party applications to deliver meals. For more information on how food delivery apps are capped at up to 15% during the COVID-19 local emergency, for more information, visit SantaClaraCA.gov/CommunityUpdates

COVID-19 ELECTRIC RELIEF
Has your income been recently affected by the COVID-19 pandemic? Silicon Valley Power is offering a temporary relief program that provides a 25% discount on City of Santa Clara Municipal Utilities electric charges for residents. For details, visit SiliconValleyPower.com/relief

RESIDENTIAL WATER & SEWER RATE ASSISTANCE
To further support customers who may be impacted by the pandemic, the City will offer the most flexible payment plan to customers who indicate either an impact or hardship as a result of COVID-19. All approved customers listed on the Water & Sewer Rate Assistance Program (WRAP) will receive a discount on water and sewer bills of 25%. For more information regarding how to qualify and apply for the Water & Sewer Rate Assistance Program, visit SantaClaraCA.gov/wrap

NEW SMALL BUSINESS ENERGY EFFICIENCY GRANTS
Silicon Valley Power is offering grants to help small businesses fund energy efficiency upgrades. These upgrades will help lower business operating costs by reducing electric consumption. For more information, visit SiliconValleyPower.com/BusinessEfficient

BACK TO SCHOOL RESOURCES
To help with the transition to school during the pandemic, explore the City's variety of online resources that are tailored for parents, caregivers and students in kindergarten through 12th grade. The Santa Clara Police Department also provides help if safety is your priority. For more information visit for children and adults alike. Visit SantaClaraCA.gov/CommunityUpdates

#SantaClaraResponds

SantaClaraCA.gov/CoronavirusUpdates



Video Series: Santa Clara Responds



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