

2025 FRANCHISE FEE UTILITY CREDIT PROGRAM FAQ's (Frequently Asked Questions)

1. Who can apply for the Franchise Fee Credit Program?

- a. Applicant **MUST** be a city of Topeka resident (homeowner or renter) for utility credit.
- b. Household income for 2024 **CAN NOT BE MORE THAN \$37,750.00**. Must provide **ALL** Annual Income (Fed 1040 form/W-2's/Government Benefit Letter).

2. What are the credit amounts for each utility franchise fee?

- a. There is a Flat Credit per household for each Utility. The program will provide standardized credit for each approved applicant. Each approved household can qualify for up to **\$350.00** in credit for the calendar year 2024:

• Everygy	\$100.00
• Kansas Gas Service	\$100.00
• Topeka Water Utility	\$ 75.00
• Topeka Wastewater Utility	\$ 75.00
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• MAXIMUM CREDIT	\$350.00

- b. Credits will be **PAID DIRECTLY TO EACH UTILITY ACCOUNT** that the applicant qualifies for on behalf of the applicant. **NO REFUNDS WILL BE PAID DIRECTLY TO THE APPLICANT.**

3. Where do I get an application form?

- a. Community Resources Council (CRC) will be administering the program for the City of Topeka. Call CRC at **785-233-1365** or visit CRC's website for forms at: www.crcnet.org/franchise-fee

4. What do we mean by a "COMPLETE" application?

- a. Application **MUST** be filled out and signed by applicant.

LIST OF DOCUMENTS YOU'LL NEED TO BRING:

- Kansas I.D./Drivers license for adults in home
- Social Security card(s) for everyone in home
- 2024 Annual income for whole household (Fed 1040 form/W-2's/Government Benefit Letter)
- Current utility bill (gas, electric, & water)
- Birth Certificates for all children under 18 years

5. What do you mean by claim year?

- a. The claim year is the prior year. If you are applying for credit in 2025, the Franchise Fee Utility Credit Program claim year will be for utility use and franchise fees paid in 2024.

6. How long does it take to process my application?

- a. Once CRC receives a completed application with documents proving eligibility – the application will be processed, and a notice of Franchise Fee account credit will be sent to the applicable utility company; Kansas Gas, Evergy and City’s Water Division. Posting to accounts **may take up to 90 days.**

7. What is the application deadline for these programs?

- a. Completed Applications will be accepted from **February 5th – December 12th, 2025.** However, the program will close without notice when funding is exhausted.

8. I owe money on my utility account; will I still receive credit on my account?

- a. The approved amount will be applied as a fixed credit to your account, regardless of any overdue balance. **This is not a pledge to pay and will not stop a utility shut-off.** Only a fixed credit amount will be given once application has been processed and approved, which could take up to 90 days.

9. What if I have moved during the claim year?

- a. You **MUST** provide your previous address on the space provided on the application.
- b. You **MUST** provide copies of previous and current utility bills.
- c. You **MUST** have at least 6 consecutive months of active service for Gas and Electric for 2024.
- d. You **MUST** have 12 consecutive months of active service for Water/ Wastewater for 2024.

10. My relative has utility accounts, but I pay the bills on their behalf. Will I receive the Utility Credit since I pay the bills on those accounts?

- a. **No.** The customer’s name indicated on the utility bills (the individual who established the account) is the ONLY individual who can apply for the credit.

11. The Credit states it is for water and wastewater. I only have wastewater service provided by the city. Can I apply for a credit for just wastewater?

- a. Yes, if you live within the city limits of Topeka.

12. Will this affect HMIS eligibility?

- a. No. Applicants who receive the Franchise Fee Utility Credit **WILL NOT** be barred from receiving other utility assistance within Shawnee County.

WE WILL NOT ACCEPT ANY APPLICATION WITHOUT ALL OF THE ABOVE DOCUMENTATION

Walk-in’s on Wednesday and Thursday from 9:00 am to 3:00 pm at CRC CARE CENTER @ Avondale East to process your application.

Starting in April walk-ins are Monday-Thursday from 9:00 am - 3:00 pm.

CITY OF TOPEKA FRANCHISE FEE UTILITY CREDIT PROGRAM

Managed by Community Resources Council

CRC CARE Center @ Avondale East

455 SE Golf Park Blvd.

Topeka, Kansas 66605

785-233-1365