

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
• 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

Qualify By:

___ Age
___ Disability
___ Children

___ New Client
___ Returning Client
___ Post Card
___ Denied

2025

APPLICATION AND RELEASE FORM

CITY OF TOPEKA FRANCHISE FEE UTILITY CREDIT PROGRAM

Applicant Name: _____

Applicant residence: _____
** (for claim year 2024) ** STREET CITY STATE ZIP

Telephone: _____ did you move during 2024? ___ YES (if YES, next line) ___ NO

Previous Address: _____
** (Complete this line if you lived at more than one address during the claim year 2024, additional information/documents may be required.) **

- 1. Everygy Account Number _____
- 2. Kansas Gas Service Account Number _____
- 3. City of Topeka Water Division Account Number _____ W/WW

Date of Birth: _____ **2024 ANNUAL HOUSE-HOLD INCOME IS \$** _____

By my signature below, I hereby affirm that the utility accounts are in my name, and I have paid the franchise fees for which I am requesting a credit for; electric, gas and/or a credit on water/wastewater (sewer) utilities for my personal residence.

I FURTHER AFFIRM THAT THE INFORMATION THAT I HAVE PROVIDED IS TRUE AND ACCURATE.

I also understand that by signing this application I agree to specifically hold the administrative program and its employees, officers, and agents harmless from any and all claims and liability relating to these programs.

Applicant's Signature _____ Date _____

Applicant's Signature _____ Date _____

Client Consent & Release of Information

Client Track is a computer system that is used locally as a Homeless Management Information System (HMIS). Use of an HMIS is required by the US Department of Housing and Urban Development (HUD) for agencies that receive HUD funding. Client Track is not electronically connected to HUD and is only used by authorized agencies. All Client Track users have received confidentiality training and have signed strict agreements to protect clients' personal information and limit its use appropriately.

A privacy Notice is available at participating agencies. It provides details on how member agencies and their employees handle client information and data sharing.

I give permission to the Department of Neighborhood Relations to collect and enter my personal household information into the Client Track computer system.

I understand that the Client Track system is shared with and used by authorized agencies in my community for the purposes of:

- 1) Assessing the needs of low-income, homeless, or other special-needs people in order to give better assistance and to improve their current or future situations.
- 2) Improving the quality of care and service for people in need.
- 3) Tracking the effectiveness of community efforts to meet the needs of people who have received assistance.
- 4) Reporting data on an aggregate level that does not identify specific people or their personal information.

I understand that:

- Information I give about my physical or mental health will NOT be shared outside the agency I am working with.
- I have the right to view *my* Client Track file with an authorized user.
- Signing this release form does not guarantee that I will receive assistance.
- I may revoke my authorization by completing a revocation form.
- All agencies that use Client Track will treat my information with respect and in a professional and confidential manner.
- Unauthorized people or organizations cannot gain access to my information without my consent.

_____ Client Signature	_____ Date	_____ Client Name (printed)
_____ Other Adult Signature	_____ Date	_____ Other Adult Name (printed)
_____ Agency Representative Signature	_____ Date	_____ Agency Representative Name (printed)