



Hearing - Response to the Partial Federal Government Shutdown

**Government Audit and Oversight
Committee**

**Charles Perl, Deputy CFO, SFPUC
February 7, 2019**



SFPUC Customer Background

San Francisco Public Utilities Commission provides

- Retail drinking water & wastewater services to the City of San Francisco
- Wholesale water service to 27 water agencies
- Green hydroelectric & solar power to Hetch Hetchy electric customers

Customer billing

- 175,000 water & sewer accounts
- 3,600 Hetch Hetchy electric accounts
- Monthly billing; Customers have 30 days to pay bill
- Billing occurs throughout month



SFPUC Customer Background (cont.)

Past due account standard procedures

- Late fees assessed 30 days after billing date
- Past due reminder noticing occurs 75 days after billing
- Customers also call to arrange payment plans

Past due account remedies

- Make payment
- Due date extensions
- Payment plan arrangements
- Deferral of further collection action



Response to Partial Shutdown

Shutdown response following standard procedures

- Past due accounts haven't increased over past month
- Received and granted three (3) requests for payment plan arrangement resulting from the shutdown

Federal employees can contact Customer Services to request due date extensions and payment plans

- Phone: (415) 551-3000
- Email: customerservice@sfwater.org
- In-person: 525 Golden Gate Avenue, 1st Floor



Future Shutdown Outreach

SFPUC will proactively respond to future Federal government shutdowns

- Developing communication and outreach strategy
- Federal Worker messaging instructing them to contact Customer Service to discuss due date extension or payment plans

Broad Messaging Effort

- My Account – web self service customer portal
- Bill message
- SFPUC website front page
- SFPUC Currents – paper and electronic newsletter



For Further Questions

Charles Perl, Deputy CFO, SFPUC
cperl@sfwater.org

SFPUC Customer Services

Phone: (415) 551-3000

Email: customerservice@sfwater.org

In-person: 525 Golden Gate Avenue, 1st Floor



Low Income Discount Programs

Transit Fares, Citations, Boot and Tow Fees

Board of Supervisors

Government Audit and Oversight Committee

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Transit Fares

Free Muni for Seniors, Youth, People with Disabilities

- Provides Free Muni access to San Francisco residents at/or below 100% Bay Area Median Income
- 120,000 participants
- Estimated fiscal impact - \$8.3 million/year

Adult Lifeline Pass

- 50% discount on adult monthly Muni pass for San Francisco residents at/or below 200% Federal Poverty Level
- 48,000 customers enrolled
- Approximately 20,000 passes purchased per month
- Estimated fiscal impact - \$22 million/year

Regional Means-Based Fare Program

- Regional pilot program on Clipper to provide single ride discount fares scheduled for implementation in late 2019
- SFMTA Board approved participation at a 50% discount rate in April 2018

Parking Fee and Fine Programs

Payment Plan

- \$5 Enrollment fee
- \$25 to \$50 minimum payment/month up to 18 months
- Late fees waived
- No limit on amount that can be enrolled/number of plans
- Approximately 1,900 plans enrolled since July 2018

Community Service Program

- Enrollment fee waived once per year
- \$15 hour credit
- Up to 18 months for completion (depending on amount owed)
- Approximately 1,000 plans enrolled since July 2018

Boot and Tow Fees

- Boot fee reduced from \$505 to \$100
- Administrative tow fee waived (\$283.75)
- Citations can still be enrolled in payment plan or community service programs



Strategies for Coping with Unexpected Financial Obstacles

Adapted from GreenPath

<https://www.greenpath.com/government-shutdown/>

List Out and Prioritize Your Expenses

The first thing to do is understand your overall financial situation and prioritize your bills. What do you need to pay first?

Open Lines of Communication

Contact your lenders, creditors, or landlord to see if they can work with you to schedule a payment plan.

Cut Spending Where Possible

Reduce your spending by taking advantage of the many discounted and free goods and services being offered around the Bay Area just for Federal employees.

Apply for Financial Assistance

Many financial institutions are offering 0% to low interest loans, and in California, any Federal employee is eligible for unemployment. If you're thinking of applying for unemployment, it's important to know that it must be paid back.

Take Care of your Emotional Wellbeing

This article provides tips to help deal with stress during the government shutdown: <https://growcounseling.com/stress-government-shutdown/>

This article provides tips for helping children understand the shutdown: <https://riseandshine.childrensnational.org/helping-kids-understand-the-government-shutdown/>



Visit or contact SFO's Business and Career Center (BCC)

Specialists at SFO's BCC can help navigate you to targeted resources to meet your specific needs.

Drop-in Hours (International Terminal)

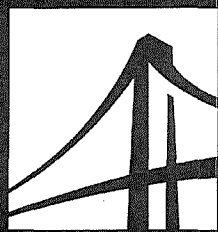
Daytime hours: *Monday – Friday*, 9:00am - 12:00pm and 1:00pm - 4:00pm

Evening hours: *Tuesdays and Thursdays*, 7:00pm - 9:00pm

Weekends: *Saturdays*, 9:00am - 12:00pm and 1:00pm - 4:00pm

Appointments for day/times outside of these hours are available by appointment.

For more information, or to make an appointment outside of the drop-in hours, call (650) 821-5242, or e-mail community@flysfo.com.

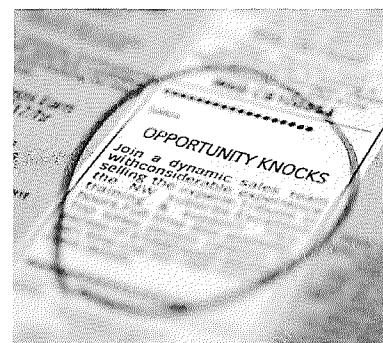


Business Services

Office of Economic and Workforce Development

RESPUESTA RÁPIDA

Servicios en caso de Despido
y para la Recolocación



Los servicios de Respuesta Rápida están disponibles para los empleados que hayan sido o serán despedidos debido al cierre de la empresa, recortes del personal o la quiebra de la empresa.

Las orientaciones de Respuesta Rápida incluyen información sobre:

- Beneficios del seguro de desempleo
- Opciones para el cuidado de la salud
- Asistencia de empleo
- Oportunidades de capacitación
- Orientación laboral
- Ayuda con el currículum
- Acceso a computadoras, impresoras, fotocopadoras y Internet sin costo

Para más información, por favor comuníquese al 415-701-4848
o envíe un correo electrónico a business.services@sfgov.org



January 18, 2019

Dear Bob Lanter,

Governor Newsom is taking action to assist federal employees in California impacted by the federal government shutdown that began on December 22, 2018. The California Employment Development Department (EDD) is providing Unemployment Insurance (UI) benefits to eligible employees who are furloughed or continue to work without collecting their earned pay during the shutdown.

The EDD has created a dedicated website and is encouraging federal employees in the state to file for UI benefits. Furloughed federal employees, and those who are required to work without pay, may file for state UI benefits using the Unemployment Insurance Application (Federal Employee), or by calling a newly established telephone number specifically for federal employees. Federal employees who have an existing claim are encouraged to reopen the claim by applying for benefits through UI Online.

For your convenience in assisting your members who may be impacted by the federal government shutdown, please refer to the following resources:

- **File a UI Claim:** Call EDD at (855) 327-7056 between 8 a.m. and noon, Monday through Friday, or download an application here:
https://www.edd.ca.gov/pdf_pub_ctr/1101i/de1101ibd.pdf
- **General Information and FAQs:** Visit the EDD Web site at:
<https://www.edd.ca.gov/Unemployment/FAQs-federal-shutdown.htm>

Employees who receive UI benefits and later receive a retroactive payment from their employer for the same time period will be notified of their obligation to repay the UI benefits received.

If you or members of your staff have any questions, please contact Greg Riggs, Deputy Director at (916) 654-7014.

Sincerely,

A handwritten signature in black ink, appearing to read "Patrick W. Henning".

PATRICK W. HENNING
Director



Resources for Employees Affected by Federal Shutdown

United Way's 2-1-1

United Way has mobilized resources to support impacted workers across the country. Dial 211 to speak to a Specialist about what local resources may be available to you. United Way may be able to help those seeking assistance with rent and mortgage payments, utility bills, and groceries.

Financial Assistance

Many **major banks** and **credit unions** are offering help with fees and loans. Check with your financial institution to see what resources may be available to you.

The **Federal Employee Education and Assistance Fund** is providing small grants and zero-interest loans. Call 202-554-0007 to see what you may qualify for.

The **California Employment Development Department** is expediting Unemployment Insurance applications for Federal employees. Please note that employees who receive benefits are required to pay them back. Call the special line for Federal employees at 855-327-7056.

Freedom Mortgage has set up special services for those no longer receiving paychecks. Call 855-690-5900 or visit <https://www.freedommortgage.com/>.

The **National Foundation for Credit Counseling** offers one-on-one advice for anyone with credit problems. Call 800-388-2227 (en Español (800) 682-9832) or go to <https://www.nfcc.org/>.

Credit Counseling is available from **BALANCE**. Call 866-520-0921 and speak to a Certified Credit Counselor to find safe options to resolve any negative impacts of the shutdown.

Mobile Providers

Many **phone providers** are offering fee waivers and flexible payment options. Check with your provider to see what you may qualify for.



Food

Many **concessions at SFO** are offering affected employees a 50% discount. Look for signs at participating concessions, or ask about the "federal employee discount" before purchasing.

SFO is partnering with airlines to provide all Federal employees at SFO with "**A Day of Free Meals.**" Check out SFOConnect.com for the schedule of free meal days.

SFO is partnering with **2nd Harvest Food Bank** to provide weekly onsite free farmer's markets at Courtyard 4. Anticipated frequency is every Tuesday and Friday from 9 AM – 1 PM, until the end of the shutdown. Check out SFOConnect.com for updated dates/times. Call the 2nd Harvest Food Bank at 1-800-984-3663 to get updated information on local food bank resources.

Organized Labor

Contact your **labor union** to see what support they may be able to provide.

Transit

Free bus and train rides are being offered on **SamTrans** and **CalTrain**. Federal workers will need to show their federal government employee identification cards to bus operators and train conductors.

Free Tax Preparation Assistance at SFO

Free tax preparation drop off service is available here at SFO! Leave your tax documents at the SFO Business and Career Center and pick up your return when it's ready. Email community@flysfo.com to schedule an appointment.

Other Discounts

Many **large and small businesses** are offering discounted goods and services to affected employees. Check social media outlets for updates and local deals – "shutdown specials" and "furlough freebies."

For details on these and other available resources, contact SFO's Office of Economic and Community Development at (650) 821-5242 or e-mail at community@flysfo.com.

Unemployment Insurance Benefits for Federal Employees Impacted by the Federal Government Shutdown

Unemployment Insurance (UI) benefits are available to eligible federal workers who are furloughed or who continue to work without a paycheck as a result of the federal government shutdown that began on Saturday, December 22, 2018.

Unemployment Insurance is paid for by your employer and provides temporary partial income replacement ranging from \$40 to \$450 per week. The quarter in which you were paid the highest wages during the base period determines your weekly benefit amount (WBA). The maximum benefit amount is 26 times the WBA or one-half of the total base period wages, whichever is less.

With the support of Governor Newsom, the California Employment Development Department (EDD) is doing everything possible within the law governing eligibility requirements of the UI program to provide some financial relief in the form of UI benefits to eligible federal workers furloughed or working without pay through no fault of their own. This includes streamlining the processing of claims for impacted federal workers.

How to Apply

Apply for benefits by calling the EDD's dedicated phone line for federal workers at **1-855-327-7056**, Monday through Friday, from 8 a.m. to 12 noon. If you have been issued a SF 8 or SF 50 by your federal employer, have that form available when you call.

You may also download the *Unemployment Insurance Application (Federal Employee)*, DE 1101IBD, at https://www.edd.ca.gov/Unemployment/Filing_a_Claim.htm. Complete, sign, and fax the form to

1-866-215-9159. It may also be mailed to:

EDD
PO Box 12906
Oakland, CA 94604-2909

Important: All claims are reviewed on a case-by-case basis to determine eligibility to receive UI benefits. Claims may be backdated to the week when you were first impacted by the shutdown, but no earlier than December 23, 2018 (the first week of the shutdown).

After You File

You will be mailed important information about your claim, the UI program, and your first *Continued Claim Form*, DE 4581 to request benefit payments.

How to Request Benefit Payments

To request benefit payments, you must provide eligibility information to the EDD every two weeks. This is known as certifying for benefits. The fastest way to certify is through UI OnlineSM at www.edd.ca.gov/UI_Online. This online system is the most convenient way to certify for benefits and get your latest claim and payment information.

You may also certify for benefits by phone using EDD Tele-CertSM at **1-866-333-4606**, or by mailing the completed and signed *Continued Claim Form*, DE 4581. Allow 10 days for processing if sending your form by mail.

For information on how to answer the certification questions, refer to the booklet, *Unemployment Insurance Benefits: What You Need to Know*, DE 1275B that was mailed to you, or visit the EDD website at https://www.edd.ca.gov/unemployment/Certifying_for_Benefits_Process.htm.

If you are working, but not receiving a paycheck, answer "no" to question 6 on the *Continued Claim Form*, DE 4851. You do not have to report earnings from the federal government because it is unknown if you will receive back pay. However, if you are working and earning wages from an employer other than the federal government, you must report those gross wages by answering "yes" to question 6 and providing the required wage and employer information.

How Are UI Benefits Paid?

The EDD issues benefit payments using the EDD Debit CardSM. This electronic method is a fast, safe, and secure way to get your benefit payments.

The EDD Debit Cards are valid for three years from the date of issue and are issued by Bank of America once your first payment has been authorized. If you have an unexpired EDD Debit Card from a previous Disability Insurance, Paid Family Leave, or UI claim, you will not be mailed a new card. If your card has been lost or misplaced, contact Bank of America EDD Debit Card Customer Service at 1-866-692-9374 or 1-866-656-5913 for TTY users.

Payment information is updated daily and is available through your UI Online account at www.edd.ca.gov/UI_Online or by calling the UI Self-Service Phone Line at **1-866-333-4606**.

Repayment of UI Benefits

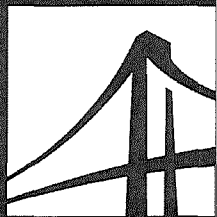
If you collect UI benefits and later receive a retroactive payment from your employer for the same time period, you are required to repay the UI benefits received. The EDD will mail you a notice of overpayment indicating the total amount due. You may repay the benefits by Automated Clearing House (ACH) debit, credit or debit card, or by mail. You may also set up a repayment plan by calling the EDD Benefit Overpayment Collection Section at 1-800-676-5737.

What Happens When the Shutdown is Over?

Once you return to full-time work, do not submit your continued claim forms and your claim will become inactive. If you are partially unemployed, you may continue to receive partial UI benefits by submitting your continued claim certifications online, by phone, or mail. However, you must report your gross wages in any week when you work.

If you become unemployed within one year from the date that you filed your claim, you may reopen your claim through UI Online or by phone, fax, or mail.

The EDD is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Requests for services, aids, and/or alternate formats need to be made by calling 1-866-490-8879 (voice). TTY users, please call the California Relay Service at 711.

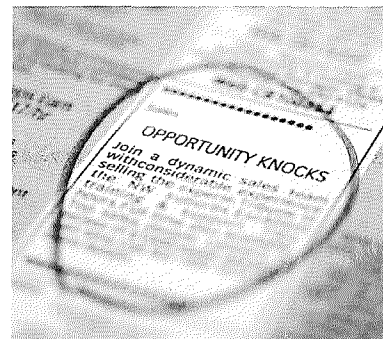


Business Services

Office of Economic and Workforce Development

MABILIS NA PAGTUGON (RAPID RESPONSE)

**Mga Serbisyo para sa Pansamantalang Pag-aalis
sa Trabaho at Paghahanap ng Trabaho
(Layoff and Outplacement Services)**



Ang mga Serbisyo ng Mabilis na Pagtugon (Rapid Response Services) ay makukuha ng mga kawani na nawalan o mawawalan ng trabaho dahil sa pagsasara ng negosyo, pagbabawas ng mga kawani o pagkalugi ng negosyo.

Kabilang sa impormasyon na ibinibigay ng mga Oryentasyon sa Mabilis na Pagtugon (Rapid Response Orientation) ay tungkol sa:

- Mga Benepisyo ng Seguro sa Kawalan ng Trabaho
- Mga Opsiyon sa Pangangalagang Pangkalusugan
- Tulong sa Paghahanap ng Trabaho
- Mga Oportunidad sa Pag-aaral at Pagsasanay sa Trabaho
- Pagpapayo sa Hanapbuhay at Karera
- Tulong sa Paggawa ng Resume
- Paggamit nang walang bayad sa mga computer, printer, copier at koneksiyon sa internet

Para sa higit na impormasyon, mangyaring tumawag sa 415-701-4848 o magpadala ng email sa business.services@sfgov.org.



Business Services

Office of Economic and Workforce Development

Rapid Response Program

The Office of Economic and Workforce Development's Rapid Response Program is available to all San Francisco residents that have or will be laid-off.

Layoff and Outplacement Services

- For individuals who have or will be laid-off due to business closure, downsizing, or business bankruptcy
- Free outplacement services
- Information about unemployment insurance benefits, COBRA, and health care options
- Career counseling and resume assistance
- Get connected to training opportunities and receive employment placement assistance
- Free access to computers, printers, copiers, and internet connectivity
- Learn about our Access Points offering wide array of workforce services in different industries: Technology, Health Care, Hospitality, and Construction



Get Started

The Office of Economic and Workforce Development's Business Services Team conducts Rapid Response Orientations to provide you with detailed information about the services available.

Contact a Business Services Specialist for more information.

Please let us know if you need assistance with language translation by calling (415) 701-4848. Through Language Line we offer quick access to over 200 different languages and American Sign Language.

OEWD's WIOA Title I-financially assisted program or activity is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

6/2017

For more information:



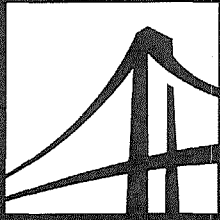
(415) 701-4848



business.services@sfgov.org



www.oewd.org/employer

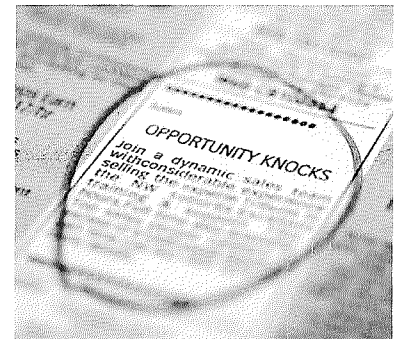


Business Services

Office of Economic and Workforce Development

快速響應

解僱與再就業服務

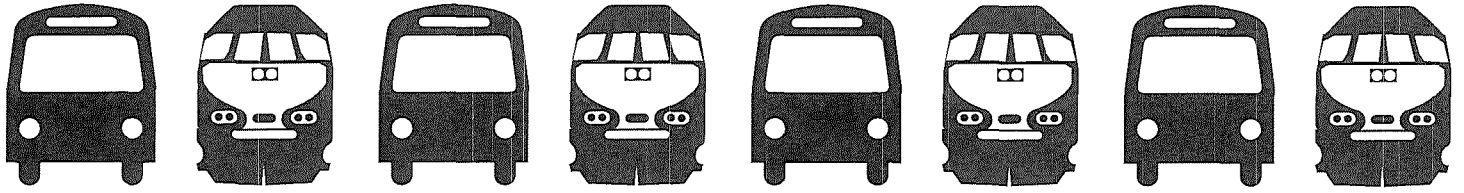


快速響應服務(Rapid Response Services)是提供給那些因公司倒閉、裁員或企業破產而被解僱或將會被解僱職員的一項服務。

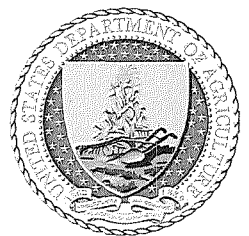
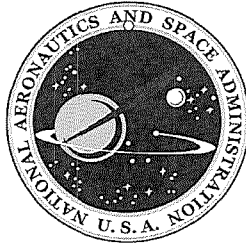
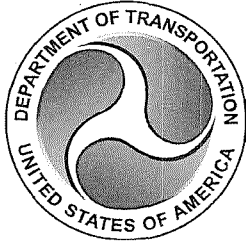
快速響應講座內容包括：

- 失業救濟金
- 醫療保險計劃
- 就業協助
- 培訓機會
- 職業諮詢
- 簡歷協助
- 免費使用電腦、打印機、複印機和互聯網

如需更多資訊，請聯絡415-701-4848 或電郵
business.services@sfgov.org



Federal Employees



FREE RIDES
on Caltrain and SamTrans

* Please Show Federal Employee Badge

