



social +
economic
vitality

Crosby Residents' Advocacy Group

October 18, 2018
Minutes

Attendees: Vielka M. Gabriel, Deidre McCullers, Geraldine L. Alshamy, Christal Toodle, Derrick W. Byrd, Wanda Hunter, Karen Ray, Verna P. Best, Priscilla Awkard, Tamara Perkins

Welcome, Review of Minutes, and Introductions

- Meeting called to order by Verna Best at 6:30 pm.
- Introductions

Informational Presentation: City of Raleigh Public Utilities; Karen Ray, Assistant Director for the City of Raleigh Public Utilities.

- Presented information on the Utility Customer Assistance Program.
- The program is available to customers in Raleigh and Garner who are in jeopardy of disconnection, hardship situation or disconnected and unable to pay bill.
- Program participants will receive a one-time assistance with their utility bill up to \$240.
- Once funding has been depleted for the year the program stops.
- For more information call the City of Raleigh Customer Care at 919-996-3245
- Resident Questions:
 - *If a person (specifically homeless) needed \$88 to turn on electricity, will the program assist?* The participants will not qualify for immediate assistance. Advised to call in, get an answer about your situation and/or speak to a manager.
 - *If there is an increase in the water bill due to the landlord not repairing the issue, will landlord get the money?* They will try to contact the landlord first about the issue, but the money goes to the account holder. Primary focus of the program is to keep people in homes with their water on.
 - *What educational benefits of prevention will the participants of the program receive?* There are no prevention education benefits at the time. City of Raleigh is partnering with Wake County, faith-based groups to provide that service.
 - *What are the qualifications and/or what does the program consider?*

- Income verification
 - Utility bill
- *If there is still a phone call for high meter reading?* Right now, the meter group has gotten away from calls but looking for other ways to alert people.
- *Is there any assistance to help renters of low income housing to help regulate when the bill is not in their name?* Advised to look to property managers. If a tenant's bill isn't in their name, they don't have any idea about how much water they are using.
- Other important information about the program and services offered:
 - Conservation Kits are available to assist with checking for running water issues and to prevent excessive water flow
 - When needed, set up payment arrangements to give yourself additional time to qualify for the program.
- The following recommendations were made regarding ways to get the information out to the residents.
 - Word of mouth
 - Through our Partners like Passage Home, Jobs for Life, etc.
 - Advertise to Churches and Faith Based organizations. It was suggested to speak with Nikkie Lyons about getting the information to the churches in Raleigh.
 - Group Texts

Executive Team Updates and Introductions

- Pricilla Awkward stated that the Executive Team will receive an email with further information about the upcoming meeting.
- Verna Best informed group about needing to form a planning team for the Annual CAG Event in July.

Community Event Planning

- National Association of Black Storytellers event on Thursday November 1: Event will have children authors and story time, Youth GoPasses on-site, GoTriangle Job opportunities, and many more.
- Restorative Discipline meeting on October 25, 2018 at 2121 Timber Drive near Crabtree Blvd, not in Garner.
- Wanda Hunter announced a "PARTY AT THE POLLS" event on October 31, 2018 at Chavis Park.