



**CITY OF ALEXANDRIA, LOUISIANA**  
MAYOR JACQUES M. ROY

FOR IMMEDIATE RELEASE  
March 8, 2023

## **Project RESTOR APPLICATIONS ARE OPEN!**

### **City of Alexandria Residential Utility Customers are Encouraged to Apply**

*Alexandria, La. (March 8, 2023)* — Project RESTOR, the City of Alexandria’s utility bill assistance grant program, was established to assist customers in paying down accumulated balances for charges incurred prior to January 23, 2023. The City began receiving applications at 9:00 AM Monday morning. The City projected the program to assist up to 3,500 low and moderate income families through its grant program. As of the end of the day Tuesday approximately 1,420 of the 3,500 families potentially eligible for these grants had actually made application.

Customers are strongly encouraged not to miss out on this unique opportunity for assistance. Despite information you may be seeing from unofficial, or even misleading sources, commercial customers are not eligible. Project RESTOR is specifically targeted to the City’s active residential account holders. Online applications are available now at [www.cityofalexandrialouisiana.com/restor](http://www.cityofalexandrialouisiana.com/restor); online applications will close at 7:00 PM Friday, March 10, 2023. The City will also be accepting applications in person this Thursday and Friday at the Bolton Avenue Community Center and Broadway Resource Center from 9:00 AM to 12:30 PM and again from 3:00 PM to 7:00 PM each day.

Media Contact:

**Michael Marcotte**

*Director of Utilities*

[michael.marcotte@cityofalex.com](mailto:michael.marcotte@cityofalex.com)



**PRESS RELEASE**  
**ALEXANDRIA, LOUISIANA**

**THE CITY OF ALEXANDRIA RELEASES SECOND RESTOR FAQ**

*The City of Alexandria Informs Citizens Regarding Project RESTOR and Frequently Asked Questions*

**March 8, 2023**

1. *Am I eligible for RESTOR?*

All Alexandria Utility System **active residential** account holders of record who meet the eligibility criteria set forth in Ordinance #199-2022 are eligible to receive a RESTOR grant.

Number of Household Members	Annual Household Income	Monthly Household Income	Maximum Grant Amount
1	\$39,060	\$3,255	\$469
2	\$51,080	\$4,257	\$613
3	\$63,098	\$5,258	\$757
4	\$75,117	\$6,260	\$901
5	\$87,135	\$7,261	\$1,046
6	\$92,543	\$7,712	\$1,111
7	\$94,647	\$7,887	\$1,136
8	\$96,751	\$8,063	\$1,161
9	\$98,854	\$8,238	\$1,186
10	\$100,957	\$8,413	\$1,211

2. *What documents do I need to provide with my RESTOR application?*

- Your completed and signed RESTOR application;
- City of Alexandria Utility Bill no older than 30 days;
- All check stubs from the previous 30 days for all household employment (additional requirements for self-employment and no-employment will apply);
  - If self-employed will need to provide 2022 1099(s).
- Proof of unearned income (Social Security, Unemployment Insurance, Retirement, Pension Funds, Disability, Rental Income, Regular Contributions, etc.);
- Proof of present address (rent receipt, lease or deed, etc.);
- Government-issued photo ID of the applicant and their Social Security card;
- Proof of total members living in your household and their Social Security cards (exceptions may apply);

3. *Can a partial application be accepted?*

No.

4. *How much of my past-due bill will be paid; is there a limit to how much RESTOR pays?*

The amount of your final grant award will depend on your household size and annual income; the table in #1 above details the maximum grant awards for each case. Your RESTOR grant may not exceed (1) the amount defined in the eligibility criteria table or (2) your past due balance as of January 22, 2023, whichever is less.

- Example A: The customer owes the City \$1565.00. They are approved for a grant of \$900. The \$900 is applied to the outstanding balance. The customer still owes the City \$665.00. The \$665.00 balance will be placed on an installment arrangement at a future date.
- Example B: The customer owes the City \$565.00. They are approved for a grant for \$900.00. The grant will be reduced to the balance due, \$565.00.

5. *When will I know if I have been approved for a RESTOR grant?*

It will take a minimum of 2 weeks to process applications to determine eligibility.

6. *How will I be notified of RESTOR grant status?*

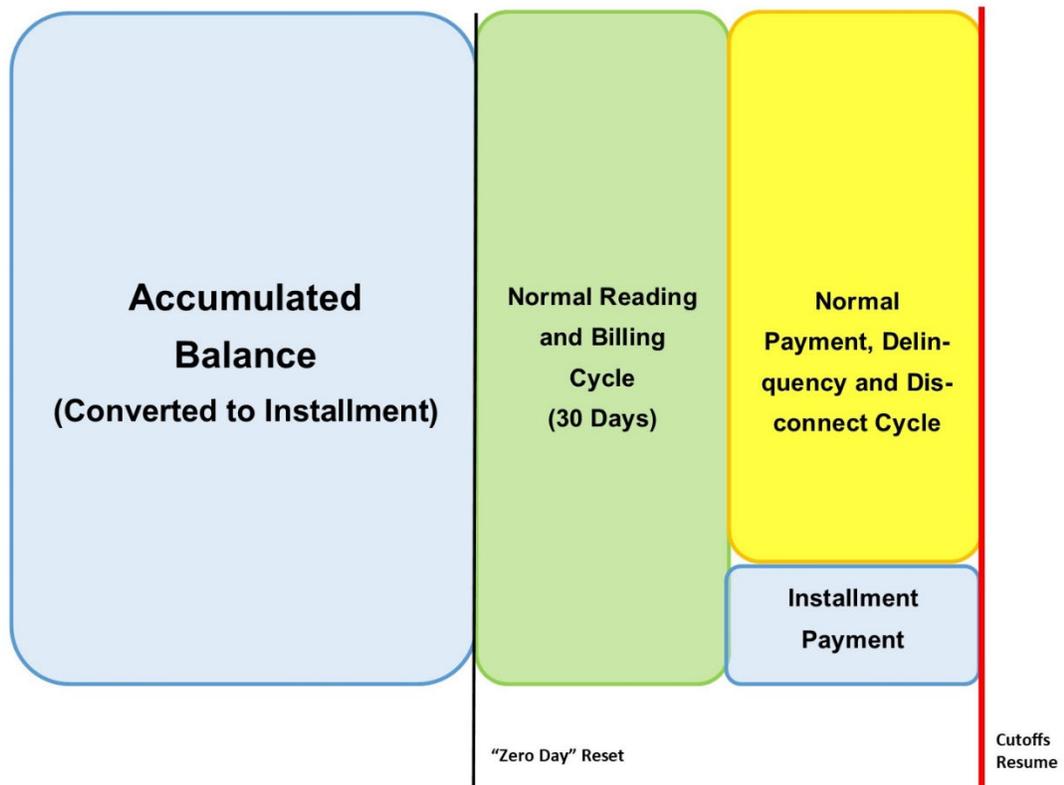
An applicant will be notified via email and/or via US Mail.

7. *How do I appeal a denial of eligibility?*

In order to appeal a denial of eligibility you will need to submit a written request to the Director of Utilities by mail to: PO Box 71, Alexandria, LA 71309-0071 or by email to [restorappeal@cityofalex.com](mailto:restorappeal@cityofalex.com). Your appeal should include a copy of your denial as received from the City of Alexandria, a written statement of the facts which make the City's original denial of your application incorrect, and any supporting documents which support the facts of your appeal.

8. *What happens to my past-due balance if the RESTOR grant is not enough to pay my entire past-due balance or if I am ineligible to receive a RESTOR grant?*

Account balances that were accumulated before January 23, 2023 and that are not paid off through a RESTOR grant will be placed on a monthly installment arrangement plan. The details of the installment arrangements will be finalized once all RESTOR grants have been applied. The graphic below depicts how future utility charges and installment arrangements will be billed together.



\* \* \* \* \*

Contact (City of Alexandria): [restor@cityofalex.com](mailto:restor@cityofalex.com) or 318.449.5275