

Appendix A: Quick-Find Matrix

The Quick-Find Matrix displays water and wastewater utilities that have a customer assistance program. The matrix can be used to identify the types of program(s) offered at a particular utility.

The matrix is grouped by state, municipality, and name of the utility/agency.

The program types captured in the matrix are:

- Bill Discount
- Flexible Terms
- Lifeline Rate
- Temporary Assistance
- Water Efficiency

These types of programs are described in the “Types of Customer Assistance Programs” section of this document.

Symbol Key

	Represents Drinking Water Utilities
	Represents Wastewater Utilities
	Represents Stormwater Utilities

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
Alabama							
	Birmingham Water Works	591,243				●	●
	Huntsville Utilities (Billing agent for City of Huntsville Sewer, Madison County Water Department, and City of New Hope Water and Sewer)	219,168	●	●			
	Mobile Area Water & Sewer System	276,000				●	
	Montgomery Water Works & Sanitary Sewer Board	240,840	●				
Alaska							
	Anchorage Water and Wastewater Utility	221,351				●	
Arizona							
	Pima County Regional Wastewater Reclamation Department	402,575	●				
	EPCOR, Agua Fria District	52,400	●				
	Tucson Water	712,700	●				
Arkansas							
	Central Arkansas Water	313,588				●	
	Liberty Utilities	48,668		●			
California							
	East Bay Municipal Utility District	1,400,000	●	●			
	Golden State Water Company, Central Basin East	44,466	●				
	Golden State Water Company, Southwest	169,673	●				
	California Water Service, Bakersfield	246,371	●				
	California Water Service, Bear Gulch	58,242	●				●
	Santa Clara Valley Water District	2,000,000	●				
	California Water Service, Chico	100,435	●				

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	City of Chula Vista, Public Works Department	173,556	●				
	Costa Mesa Sanitary District	112,900					●
	Golden State Water Company, Placentia	114,016	●				
	California Water Service, Dominguez	144,052	●				●
	California Water Service, East Los Angeles	149,882	●				●
	El Dorado Irrigation District	112,000				●	
	Elk Grove Water District	36,000		●			
	San Gabriel Valley Water Company, Fontana	209,035	●				
	Glendale Water & Power	201,893	●				
	California Water Service, Hermosa Redondo	95,650	●				●
	City of Huntington Beach	201,000	●				
	California Water Service, Kings City	14,441	●				
	Sacramento County Water Agency	148,814	●				
	California Water Service, Livermore	56,700	●				●
	California Water Service, Los Altos	57,950	●				●
	Los Angeles Department of Water & Power	3,855,879	●	●	●	●	
	California American Water, Baldwin	21,589	●	●			
	California American Water, Duarte	18,397	●	●			
	California American Water, San Marino	40,804	●	●			
	San Gabriel Valley Water Company, El Monte	272,082	●				
	Marin Municipal Water District	190,800	●		●		●

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	California Water Service, Marysville	12,017	●				
	City of Modesto	212,000	●				
	California American Water, Monterey	96,754	●	●			
	Napa Sanitation District	75,000	●				
	Palmdale Water District	115,000	●				
	City of Palo Alto Utilities	218,005	●			●	
	California Water Service, Palos Verdes	69,883	●				●
	Cucamonga Valley Water District	182,586	●				
	Riverside Public Utilities	303,871	●	●			
	Western Municipal Water District	800,000	●				
	City of Sacramento	486,189	●				
	Sacramento County Regional Sanitation District	1,475,377	●				
	California Water Service, Salinas	117,681	●				
	California Water Service, Bayshore	102,893	●				●
	California American Water, Coronado	96,754	●	●			
	San Francisco Water, Power, and Sewer	2,600,000	●				
	San Jose Water Company	998,000	●				
	Suburban Water Systems, San Jose Hills	300,000	●				
	City of Santa Ana	353,428	●				
	California Water Service, Selma	24,480	●				
	Golden State Water Company, Simi Valley	13,300	●				

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	California Water Service, Stockton	185,346	●				●
	Torrance Municipal Water Department	105,000	●				
	Valencia Water Company	116,361	●				
	Vallejo Sanitation & Flood Control District	119,784	●				
	California Water Service, Visalia	132,158	●				●
	California Water Service, Westlake	19,434	●				●
Colorado							
	City of Aurora	351,200					●
	City of Fort Collins	125,500				●	
	City of Pueblo Wastewater Department	105,000		●			●
	City of Thornton	136,977				●	
Connecticut							
	Aquarion Water Company	341,421				●	
District of Columbia							
	District of Columbia Water and Sewer Authority	617,996		●	●	●	
Florida							
	Boca Raton Utility Services	128,000	●	●			
	City of Cape Coral	122,887	●	●			
	Charlotte County Utilities	128,967				●	
	Orange Park Grid, Clay County Utility Authority	104,797		●		●	
	Clearwater Public Utilities, Water Division	110,000				●	
	Gainesville Regional Utilities	181,468		●		●	

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	Jacksonville Electric Authority	703,750				●	
	Lee County Utilities	230,398	●			●	
	City of Miramar	122,041	●	●			
	North Miami Beach	170,000				●	
	Orange County Utilities Department, Eastern	233,443				●	
	Orange County Utilities Department, Western	119,708				●	
	Orlando Utilities Commission	425,520				●	
	Palm Beach County Water Utilities	569,000	●				
	Pinellas County Utilities	426,877		●		●	
	Port St. Lucie Utilities	157,943	●				
	City of St. Petersburg	300,075		●		●	
	City of Tallahassee	194,000		●		●	
Georgia							
	City of Atlanta	650,000	●				
	Clayton County Water Authority	270,000	●	●			
	The Cobb County Water Systems	533,000	●				
	Columbus Water Works	229,000	●	●			
	Douglasville-Douglas County Water and Sewer Authority	117,302	●				
	City of Gainesville	244,582				●	
	Henry County Water Authority	138,343				●	
	Atlanta Department of Watershed Management	101,908	●				

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	St. Marys Water & Sewer	17,270	●				
Illinois							
	Illinois American Water, Champaign	141,000		●		●	
	City of Chicago Water Division	2,695,598	●				
	Illinois American Water, East St. Louis	155,382		●		●	
	North Shore Reclamation District	126,629		●			
	Greater Peoria Sanitary District	157,379	●				
	Illinois American Water, Peoria	136,000		●		●	
	Rock River Water Reclamation District	240,000				●	
Indiana							
	Marion Utilities	31,590				●	
Iowa							
	City of Cedar Rapids	128,201	●				
	Iowa American Water, Davenport	137,201		●		●	
	Des Moines Water Works	232,464	●				
Kansas							
	Johnson County Wastewater	400,000				●	
	WaterOne	331,900				●	
	City of Topeka	128,188				●	
	City of Wichita	384,445				●	●
	Kansas City Board of Public Utilities	146,453				●	
Kentucky							
	City of Ashland	112,640	●				

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	Kentucky American Water	321,244		●		●	
	Lexington West Hickman	126,755	●				
	Louisville Water Company	730,611		●		●	
	Metropolitan Sewer District	105,800	●				
	Mayfield Electric & Water Systems	10,349		●			
Louisiana							
	Lafayette Utilities Water System	141,726		●			
Maine							
	Portland Water District	210,000	●				●
Maryland							
	Baltimore City	1,600,000	●				
	Washington Suburban Sanitary Commission	1,800,000	●			●	
Massachusetts							
	Boston Water and Sewer Commission	617,594	●	●			
	Cambridge Water Department	105,162	●				
	Lowell Regional Water and Wastewater Utility	106,519	●				
	Springfield Water and Sewer Commission	234,105	●				
	Worcester Department of Public Works, Water, Sewer Operations	181,045	●				
Michigan							
	Detroit Water and Sewerage Department	899,387		●		●	●
	City of Grand Rapids	256,275				●	
	Lansing Board of Water & Light	142,000		●			

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	City of Sterling Heights	127,000	●				
Minnesota							
	Marshall Municipal Utilities	13,680		●			
	City of Minneapolis	390,131	●				
	Saint Paul Regional Water Services	415,724				●	
Missouri							
	Columbia Water and Light	100,733				●	
	Hannibal Board of Public Works	17,456				●	
	Independence Missouri Water Department	125,000	●				
	Kansas City Water Services	459,787				●	
	Moberly Water Department	13,741	●				
	Rolla Municipal Utilities	19,559	●				
	Metropolitan St. Louis Sewer District	547,506	●				
	Missouri American Water	1,100,000				●	
Nebraska							
	City of Fremont	25,000				●	
	Metropolitan Utilities District	207,026	●	●		●	
Nevada							
	Clark County Water Reclamation District	950,000		●			
	City of Henderson	275,000	●				
	Las Vegas Valley Water District	1,347,550				●	
	City of Reno	300,000	●				

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
New Jersey							
	New Jersey American Water, Liberty	609,305	●	●			
	New Jersey American Water, Ocean City	127,000	●	●			
	New Jersey American Water, Raritan	609,305	●	●			
	New Jersey American Water, Short Hills	217,230	●	●			
	New Jersey American Water, Coastal North	352,000	●	●			
	New Jersey American Water, Western	253,045	●	●			
New Mexico							
	Albuquerque Water Utility Authority	601,983	●	●			
New York							
	Buffalo Water Authority	276,000	●				
	New York American Water, Lynbrook	230,000		●			
	New York American Water, Merrick	177,000		●			
	New York City Department of Environmental Protection	8,271,000	●			●	●
	Water Authority of Western Nassau	120,000		●			
North Carolina							
	Charlotte Water	796,209		●			
	Orange Water and Sewer Authority	83,000		●		●	●
Ohio							
	Ashland Ohio Water Billing Department	21,249	●				
	City of Canton	186,357	●				
	Cleveland Division of Water	1,262,955	●				

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	Northeast Ohio Regional Sewer District	993,251	●			●	
	City of Columbus Department of Public Utilities	1,051,995	●				
	City of Dayton Department of Water	141,527		●			
	Montgomery County Water Services	164,307		●			
	Toledo Department of Public Utilities	360,000	●	●			
Oklahoma							
	Muskogee City Water Department	38,310	●	●			
	City of Norman	65,880			●		
	City of Oklahoma City	598,000				●	
Oregon							
	Astoria Public Works Department	9,516	●				
	Tualatin Valley Water District	217,000				●	
	Water Environment Services	134,591	●				
	Eugene Water & Electric Board	178,100	●	●		●	
	City of Gresham	117,538	●			●	
	Clean Water Services	342,641		●			
	City of Medford	135,520	●	●			
	Portland Water Bureau	564,600	●	●		●	●
	Salem Public Works	189,000	●			●	
Pennsylvania							
	Aqua America	784,939	●	●			●
	Pennsylvania American Water Company, Berwick	16,000	●	●			●

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	Pennsylvania American Water Company, Lake Scranton	134,570	●	●			●
	Philadelphia Water Department	1,600,000	●	●		●	●
	Pennsylvania American Water Company, Pittsburgh	516,411	●	●			●
	Wyoming Valley Sanitation Authority	216,923	●	●			
South Carolina							
	Beaufort - Jasper Water and Sewer Authority	103,358				●	
	Charleston Water System	214,367				●	
	Greer Commission of Public Works	325,169		●		●	
	Spartanburg Water System	130,929				●	
South Dakota							
	City of Pierre Water Department	13,646				●	
Tennessee							
	Tennessee American Water	300,000		●		●	
	Memphis Light, Gas and Water	671,450		●		●	
	Murfreesboro Water and Sewer Department	100,922				●	
	Metro Water Services	599,595		●			
Texas							
	City of Arlington Water Utilities	365,860				●	
	City of Austin, Austin Energy	903,570	●	●		●	
	City of Corpus Christi Water Department	297,467					●
	Corsicana Utilities Department	25,100			●		
	City of Dallas	1,253,000				●	●

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
	City of Fort Worth	812,238				●	
	City of Grand Prairie	171,028				●	
	City of Houston Public Works and Engineering Department	2,099,000				●	
	City of Laredo Utilities Department	199,715		●			
	City of Odessa	113,033	●				
	City of Round Rock	100,707				●	
	San Antonio Water System	1,596,714	●	●		●	●
Utah							
	Granger-Hunter Improvement District	106,000	●	●			
Virginia							
	Alexandria Renew Enterprises	257,767		●			
	Virginia American Water	57,946	●	●			
	Hampton Roads Sanitation District	538,646				●	
	Prince William County Service Authority	250,000				●	
	City of Richmond Public Utilities	197,000	●				
Washington							
	Alderwood Water & Wastewater District	171,500	●				
	City of Bellevue	135,100	●				
	City of Everett Public Works Department	580,000	●				
	Lakehaven Utility District	112,000				●	
	City of Redmond	100,422	●				
	Seattle Public Utilities	1,400,000	●			●	

Rate Assistance Programs at Drinking Water and Wastewater Utilities in the United States

Type of Utility	Name of Utility/Agency	Population Served	Type of Program				
			Bill Discount	Flexible Terms	Lifeline Rate	Temporary Assistance	Water Efficiency
  	Spokane Public Works & Utilities	200,000				●	
	Tacoma Public Utilities	318,403	●	●			
 	City of Vancouver	231,000	●			●	
West Virginia							
	West Virginia American Water	198,521	●	●			
Wyoming							
 	City of Evanston	12,000	●				

Appendix B: Utility Snapshots

The following section provides utility snapshots for 365 customer assistance programs (CAPs) offered by water and wastewater utilities across the country.

The snapshots are grouped by state, municipality, and name of the utility/agency.

These snapshots provide the following information for each program offered by a utility: Municipality, Type of Utility, Population Served, Program Name, Type of Program, Households Targeted, Program Description, Eligibility Information, and a Web link to find out more about that program.

The information used in these snapshots was found through public websites of all drinking water utilities and wastewater utilities serving more than 100,000 in population, plus through a random sample of drinking water and wastewater utilities serving between 10,000 and 100,000 in population. It should be noted that many of these populations are estimates, not exact numbers. Population estimates were collected from the U.S. Environmental Protection Agency’s (EPA’s) Safe Drinking Water Information System (SDWIS), EPA’s Clean Water Needs Survey (CWNS), and the U.S. Census Bureau.

Symbol Key

	Represents Drinking Water Utilities
	Represents Wastewater Utilities
	Represents Stormwater Utilities

Alabama

Birmingham | Birmingham Water Works

591,243 population served



Program: **H2O Foundation**

Type: **Temporary Assistance, Water Efficiency**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Provides up to \$500 (\$600 with Board approval) to help eligible customers having difficulty paying their water and wastewater bill and/or costs of plumbing repairs. Applicants are eligible to receive assistance once in any 12-month period.

Eligibility Information

- Household income must meet program guidelines starting at \$14,937/year for 1 person per household to \$51,519/year for 8 persons per household (\$5,226 for each additional person).
- Household must meet at least one of the following: be 55 years of age or older; currently receiving social security disability income; or have a documented medical condition that will be seriously aggravated by a lack of water supply to the home. (Subject to verification).
- Have a current unpaid water and/or sewer bill or have an established need for plumbing repair as a result of a leak on personal property.
- Have a current unpaid water and/or sewer bill or have an established need for plumbing repair as a result of a leak on personal property.
- Have insufficient family or community resources to meet financial obligations to satisfy cost to continue water and/or sewer service or repair(s).
- Have assurance from the Birmingham Water Works that payment will result in restoration/continuation of the water/wastewater supply to the home.

More Information

<https://www.bwwb.org/node/219>

Huntsville | Huntsville Utilities (Billing agent for City of Huntsville Sewer, Madison County Water Department, and City of New Hope Water and Sewer)

219,168 population served



Program: **Project Share**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Helps elderly, disabled, and handicapped customers pay utility bills during the winter months. Administered by the Salvation Army.

Eligibility Information

- At least 62 years of age or certified as disabled or handicapped.
- Must be on a low or fixed income which does not exceed the state household income eligibility guidelines as specified by the Alabama Department of Human Resources.
- Must contact Salvation Army to determine eligibility.

More Information

<https://www.hsvutil.org/huntsville-utilities-community-center/project-share/>

 Program: **Average Monthly Billing Program**
Type: **Flexible Terms**Households Targeted: **All Residential Customers****Program Description**

An optional program designed to allow for more even distribution of utility payment amount by making averaged payments based on a 12-month history.

Eligibility Information

- Be a residential customer.
- Have a good payment history with no collection activity.
- Have a zero account balance.
- Have 12 months of continuous billing at current address.
- No other types of payment arrangements are provided while on this program.

More Information

<https://www.hsvutil.org/ac/wp-content/uploads/2016/02/Customer-Care-Manual-FINAL.pdf>

 Program: **Due Date Assistance**
Type: **Flexible Terms**Households Targeted: **Seniors, Disabled Persons****Program Description**

Provides a fixed due date (5th day of the month) for customers receiving benefits from Social Security or Retirement. Customers can pay on or before this date without incurring a penalty.

Eligibility Information

- Utility account must be in the same name as the person receiving the benefits.
- Meters must have a read date monthly between the 1st and 19th.
- Customers must meet one of the conditions below:
 - Receive Social Security Income
 - Receive Disability Income.
 - Be at least 55 years of age and retired.
 - Be at least 62 years of age.

More Information

<https://www.hsvutil.org/ac/wp-content/uploads/2016/02/Customer-Care-Manual-FINAL.pdf>

 Program: **Payment Arrangement - Installment Plan**
Type: **Flexible Terms**Households Targeted: **Emergency Relief****Program Description**

Works with the account holder in an effort to prevent services from being disconnected by establishing an installment plan. This payment option allows the customer to make a partial payment towards the unpaid balance and divide the remaining amount into one to four monthly installments. The installment amount will be due with the monthly billing for the agreed upon terms.

Eligibility Information

- Must be past due on utility bill.

More Information

<https://www.hsvutil.org/customer-service-center/billing-payments/>

Mobile | Mobile Area Water & Sewer System

276,000 population served



Program: **Emergency Utility/Water Assistance Program (EUWAP) (Project Care) Assistance**

Type: **Temporary**

Households Targeted: **Emergency Relief**

Program Description

Offers needy families one-time assistance in paying for water and sewer services. Implemented in coordination with Mobile Community Action, Inc.

Eligibility Information

- Must contact Mobile Community Action, Inc. to determine eligibility.

More Information

<https://www.mawss.com/euwap.htm>

Montgomery | Montgomery Water Works & Sanitary Sewer Board

240,840 population served



Program: **Waiver of Deposit for Active Duty Military Personnel**

Type: **Bill Discount**

Households Targeted: **Active Military**

Program Description

Waives new service deposit for eligible active duty military personnel.

Eligibility Information

- Must provide proof of purchase or lease/rental agreement.
- Must provide current active duty military transfer orders showing assignment to Montgomery area, commanding officer, and tour of duty information.

More Information

<https://www.mwwssb.com/~media/Files/New%20Service/military.ashx>

Alaska

Anchorage | Anchorage Water and Wastewater Utility

221,351 population served



Program: **Coins Can Count**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps qualified families and households having difficulty paying their water and/or wastewater bills. Administered by the Municipality of Anchorage Department of Health and Human Services (DHHS). Funded by customers voluntarily rounding up their bill to the next whole dollar.

Eligibility Information

- Must be a residential customer.
- Eligibility is determined by the Municipality of Anchorage DHHS office.

More Information

http://www.awwu.biz/PublicWebsite/ForCustomers/Customer_Service/CoinsCanCount/CoinsCanCount.pdf

Arizona

Pima County | Pima County Regional Wastewater Reclamation Department

402,575 population served



Program: **Sewer Outreach Subsidy (SOS) Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers a 25%, 50%, or 75% discount on monthly sewer fees, including the flat monthly service fee of \$12.63, based on federal poverty guidelines for household sizes. Administered as part of a partnership with the Pima County Community Action Agency.

Eligibility Information

- Be a residential sewer customer.
- Have a water/sewer bill in applicant's name.
- To qualify for a 25% reduction, total household income must meet program guidelines starting at \$17,655/year for 1 person per household to \$61,335/year for 8 persons per household (\$6,240 for each additional person).
- To qualify for a 50% reduction, total household income must meet program guidelines starting at \$14,713/year for 1 person per household to \$51,113/year for 8 persons per household (\$5,200 for each additional person).
- To qualify for a 75% reduction, total household income must meet program guidelines starting at \$11,770/year for 1 person per household to \$40,890/year for 8 persons per household (\$4,160 for each additional person).

More Information

<http://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=195661>

Surprise | EPCOR, Agua Fria District

52,400 population served



Program: **Residential Low-Income Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a \$7.50 discount on monthly water bills. Administered by the Sun City Community Action Network.

Eligibility Information

- Be a residential customer on a 5/8-inch x 3/4-inch water meter, or must reside in housing in a homeowner association, apartment complex, or mobile home park.
- Receive residential water service from EPCOR Water.
- Annual income does not exceed \$17,655 for a 1 person household or \$23,895 for a 2 person household (before deductions).

More Information

<http://www.epcor.com/bill/Pages/low-income-program.aspx>

Tucson | Tucson Water

712,700 population served



Program: **Low-Income Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% monthly low-income bill credit on the Utility Services Statement.

Eligibility Information

- Must be a Tucson Water customer.
- Utility Services Statement must be in applicant's name.
- Must provide proof that applicant is qualified through on the following programs: Pima County Community and Economic Development, City of Tucson Environmental Services Department, or City of Tucson Parks and Recreation Department.
- Household income must meet program guidelines starting at \$15,441/year for 1 person per household to \$76,360/year for 8 persons per household (\$8,584 for each additional person).

More Information

<https://www.tucsonaz.gov/water/low-income>

Arkansas

Little Rock | Central Arkansas Water

313,588 population served



Program: **Help to Others Customer Assistance Fund**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps residential customers having difficulty paying utility bills to Central Arkansas Water and the Utility Billing Services (UBS) partners. Funded through advertising fees that local businesses and merchants pay to place coupon advertising in monthly UBS billing statements.

Eligibility Information

- Must be a residential customer.

More Information

<http://www.carkw.com/customer-service/help-to-others/>

Pine Bluff | Liberty Utilities

48,668 population served



Program: **Payment Agreements**

Type: **Flexible Terms**

Households Targeted: **Emergency Relief**

Program Description

Offers an extension or a deferred payment agreement to spread out a bill into installments. Will work with customers to avoid late payment fees.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

http://www.libertyutilities.com/ar/faqs/billing_faqs.html

California

Alameda and Contra Costa County | East Bay Municipal Utility District

1,400,000 population served



Program: **Customer Assistance Program (CAP)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers a discount off a portion of the water bill for qualified low-income customers in single-family dwellings and for eligible homeless shelters. For single-family dwellings, provides a 50% discount off the standard bimonthly service charge and a 50% discount off the home water use charge, up to a maximum of 1,050 gallons per person per month. A 35% discount on the wastewater service charge and flow charges is also provided. For homeless shelters, eligible customers may qualify for 50% discount off of the meter charge (based on meter size), and 50% discount off of the water usage per client, up to a maximum of 1,050 gallons per person per month. A 35% discount on the wastewater service charge and flow charges collected is also applied to each homeless shelter account.

Eligibility Information

- Single-Family Dwellings:
 - Bill must be in the applicant's name.
 - Be the primary residence of the applicant.
 - Home or apartment must have an individual water meter.
 - Applicant cannot be claimed as a dependent on another person's income tax return (other than their spouse).
 - Household income must meet program guidelines starting at 37,400/year for 1-2 persons per household to \$54,250/year for 6 persons per household (\$3,750 for each addition person).
 - Participation is valid for 2 years. To continue assistance, applicants must reapply.
- Homeless Shelters:
 - Organization must provide lodging and meals as its primary function and have the required City or County Health Department permits.
 - The organization must provide at least six beds and be open for a minimum of 180 days or nights per year.
 - Government-owned facilities are not eligible. Satellite facilities in the name of the main organization are eligible but must file separately.
 - The organization must be able to demonstrate IRS tax-exempt status under IRS Code 501(c)(3).
 - The water account must be in the name of the organization with the IRS tax exemption.
 - Participation in CAP is for a maximum of one year. To continue assistance, organization must reapply and demonstrate how the subsidy benefited its clients.

More Information

<https://www.ebmud.com/customers/billing-questions/financial-assistance/customer-assistance-program/>

Program: **Payment Extensions**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers ability to make a payment extension or make payment arrangements.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.ebmud.com/customers/billing-questions/financial-assistance/>

Program: **Multi-Family Lien and Property Tax Collection**

Type: **Flexible Terms**

Households Targeted: **Emergency Relief**

Program Description

Keeps the water and wastewater services turned on for multi-family residential buildings, while still collecting delinquent charges. The East Bay Municipal Utility District (EBMUD) Board of Directors passed a resolution that adopted this program under the authority of Senate Bill 1035 (Hancock) effective January 1, 2011. This law gives EBMUD authority to place liens on residential property for delinquent charges as an alternative to terminating service in multi-family residences. Unpaid lien amounts will roll over to the appropriate property tax bill.

Eligibility Information

- Service is provided to a master-metered multi-family property with two or more units.
- Unpaid charges have become delinquent and the delinquent charges equal \$100 or more.
- Property owner has been sent all notices required by law and/or by this program.
- The District has conducted a hearing at which the customer has the opportunity to present objections to the filing of a lien on his/her property.

More Information

<https://www.ebmud.com/customers/billing-questions/financial-assistance/multi-family-lien-and-property-tax-collection-program/>

Artesia, Cerritos, Downey, Hawaiian Gardens, La Mirada, Lakewood, Long Beach, Norwalk, Whittier | Golden State Water Company, Central Basin East

44,466 population served



Program: **California Alternate Rates for Water**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a monthly credit for low-income customers.

Eligibility Information

- Must be a customer of Golden State Water Company.
- Address must be the primary residence, or must be a tenant receiving water service by a submetered system in a mobile home park.
- Applicant may not be claimed as a dependent on another person’s tax return.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).

More Information

<http://www.gswater.com/carw/>

Athens, Carson, Compton, Del Aire, El Camino Village, El Segundo, Gardena, Gardena Heights, Hawthorne, Inglewood, Lawndale, Lennox, Redondo Beach, Torrance | Golden State Water Company, Southwest

169,673 population served



Program: **California Alternate Rates for Water**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a monthly credit for low-income customers.

Eligibility Information

- Customer of Golden State Water Company.
- Address must be the primary residence, or must be a tenant receiving water service by a submetered system in a mobile home park.
- Applicant may not be claimed as a dependent on another person's tax return.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).

More Information

<http://www.gswater.com/carw/>

Bakersfield | California Water Service, Bakersfield

246,371 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Bear Gulch | California Water Service, Bear Gulch

58,242 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant’s name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Program: **Bathroom Fixture Replacement Program**

Type: **Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

Campbell, Cupertino, Gilroy, Los Altos Hills, Milpitas, Monte Sereno, Morgan Hill, Mt. View, Palo Alto, San Jose, Santa Clara, Saratoga, and Sunnyvale | Santa Clara Valley Water District

2,000,000 population served



Program: **Senior Parcel Tax Exemption**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Offers an exemption for qualifying low-income seniors for the Clean, Safe Creeks special parcel tax. This exemption allows the water district to remove the charge from a qualifying senior household's property tax bill. The Santa Clara Valley Water District is the wholesale supplier for water in Santa Clara County.

Eligibility Information

- Must be at least 65 years of age.
- Must occupy the property as the principal place of residence.
- Applicant must be the owner of the property.
- Household income must be below 75% of the state of California's Median Household Income.
- Must apply between April 15th and June 30th.

More Information

<http://www.valleywater.org/EkContent.aspx?id=2689&terms=senior+discount>

Chico | California Water Service, Chico

100,435 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Chula Vista | City of Chula Vista, Public Works Department**173,556 population served**Program: **Low Income Reduced Sewer Service Charge**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Reduces sewer service charge by 70% of the rate charged to other residential users. Eligible occupants of single-family homes have the option to request either an annual refund from the City or to request the reduced sewer charge be applied to future sewer billings. Eligible occupants of apartments, condominiums, or mobile homes shall receive the reduced sewer charge as an annual refund only.

Eligibility Information

- Low-income households (as defined in Section 1-100 of the city's Master Fee Schedule).
- Eligibility for City programs or fee schedules restricted to low-income households shall be based on the 80% level of median family income for the San Diego Metropolitan Statistical Area as determined annually by the federal Department of Housing and Urban Development.
- Maximum Annual Family Income ranges from \$46,250 for 1 person living in the household to \$87,250 for 8 persons living in the household.

More Information

<http://www.chulavistaca.gov/home/showdocument?id=6554>

Costa Mesa | Costa Mesa Sanitary District**112,900 population served**Program: **Sewer Lateral Assistance Program (SLAP)**Type: **Water Efficiency**Households Targeted: **All Residential Customers****Program Description**

Encourages residents to maintain their lateral sewer lines. The utility will contribute 50% of the resident's costs up to a maximum of \$1,100 total per residential parcel as follows: up to 50% of televising the lateral interior; up to 50% of cleaning the lateral; up to 50% of the cost of installing a clean out; up to 50% of lateral reconstruction costs.

Eligibility Information

- Must be a residential customer.
- Residents may only apply for participation once every 5 years.

More Information

<http://www.cmsdca.gov/index.php/programs/sewer-lateral-assistance-program>

Cowan Heights, Lemon Heights, Orange, Placentia, Santa Ana, Yorba Linda | Golden State Water Company, Placentia

114,016 population served



Program: **California Alternate Rates for Water**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a monthly credit for low-income customers. Based upon the same income qualification guidelines that are used by the electric and gas California Alternate Rate for Energy (CARE) programs.

Eligibility Information

- Customer of Golden State Water Company.
- Address must be the primary residence, or must be a tenant receiving water service by a submetered system in a mobile home park.
- Applicant may not be claimed as a dependent on another person’s tax return.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Open to all qualifying residential water customers. Non-profit group living facilities, agricultural employee housing facilities and migrant farm-worker housing centers may also be eligible to receive a monthly credit.

More Information

<http://www.gswater.com/carw/>

Dominguez | California Water Service, Dominguez

144,052 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant’s name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Program: **Bathroom Fixture Replacement Program**

Type: **Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

East Los Angeles | California Water Service, East Los Angeles

149,882 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Program: **Bathroom Fixture Replacement Program**

Type: **Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

El Dorado County | El Dorado Irrigation District

112,000 population served



Program: **Helping Hands Program**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Assists customers who experience a financial catastrophe and have difficulty paying their utility bill. Developed in cooperation with the El Dorado Community Foundation and El Dorado County Department of Human Services. Funded entirely by voluntary contributions from EID employers, customers, or other residents of the county.

Eligibility Information

- Recently experienced a financial catastrophe.
- Must contact the utility to determine eligibility.

More Information

<http://www.eid.org/about-us/advanced-components/faq#69>

Elk Grove | Elk Grove Water District

36,000 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Creates payment arrangements for customers.

Eligibility Information

- Contact the utility to make payment arrangements.

More Information

<http://www.egws.org/faqs.html>

Fontana | San Gabriel Valley Water Company, Fontana

209,035 population served



Program: **California Alternate Rates for Water**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a discount for low-income customers. Based upon the same income qualification guidelines that are used by the electric and gas California Alternate Rate for Energy (CARE) programs.

Eligibility Information

- Customer must receive water service through a 1-inch or smaller water meter.
- Utility bill must be in applicant’s name.
- Cannot be claimed as a dependent on another person’s tax return.
- Someone in the household participates in a qualifying Public Assistance Program or Total Gross Annual Income ranges from \$31,860 for 1-2 persons living in the household to \$81,780 for 8 persons living in the household.
- Required to recertify eligibility every 2 years.

More Information

<http://www.sgvwater.com/customer-service/carw-information/>

Glendale | Glendale Water & Power

201,893 population served



Program: **Senior Utility Users Tax Exemption**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Exempts low-income senior citizen households from city utility taxes.

Eligibility Information

- At least one member of applicant’s household must be 62 years or older.
- Gross household income is less than \$13,950/year.

More Information

<http://www.glendaleca.gov/utility-users-tax-exemption>

Program: **Disabled Utility Users Tax Exemption**

Type: **Bill Discount**

Households Targeted: **Low-Income Disabled Persons**

Program Description

Exempts households with at least one disabled member from city utility taxes.

Eligibility Information

- Disabled household member.
- 55 years of age or older.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).

More Information

<http://www.glendaleca.gov/utility-users-tax-exemption>

Hermosa Redondo | California Water Service, Hermosa Redondo

95,650 population served

Program: **Low-Income Rate Assistance (LIRA)**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Program: **Bathroom Fixture Replacement Program**Type: **Water Efficiency**Households Targeted: **Low-Income****Program Description**

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

Huntington Beach | City of Huntington Beach

201,000 population served



Program: **Senior Citizen’s Exemption**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Exempts senior citizens from the city utility tax on all utility bills (water, electricity, cell and home phone, cable, and gas).

Eligibility Information

- 62 years of age or older.
- Household income must not exceed the U.S. Department of Housing and Urban Development’s (HUD) guidelines for the "Very low-income Category".
- Must submit application to the City of Huntington Beach, Rodgers Senior Center to determine eligibility.

More Information

http://www.huntingtonbeachca.gov/government/departments/finance/municipal_services_payments/

Kings City | California Water Service, Kings City

14,441 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant’s name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Laguna/Vineyard | Sacramento County Water Agency

148,814 population served



Program: **Water Lifeline Rate Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers a discount of up to \$84/year on a qualifying customer’s water bill.

Eligibility Information

- Low-income property owners.
- Must contact the utility to determine eligibility.

More Information

<http://www.waterresources.saccounty.net/scwa/Pages/RatesandFees.aspx>

Livermore | California Water Service, Livermore

56,700 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant’s name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

 Program: **Bathroom Fixture Replacement Program**
Type: **Water Efficiency**Households Targeted: **Low-Income****Program Description**

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

Los Altos | California Water Service, Los Altos

57,950 population served



 Program: **Low-Income Rate Assistance (LIRA)**
Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

 Program: **Bathroom Fixture Replacement Program**
Type: **Water Efficiency**Households Targeted: **Low-Income****Program Description**

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

Los Angeles | Los Angeles Department of Water & Power

3,855,879 population served

Program: **Payment Arrangements**Type: **Flexible Terms**Households Targeted: **Financial Hardship****Program Description**

Ability to create a payment plan including payment arrangements, payment extensions, and third party notifications for customers that are unable to pay their bill by the due date. Payment plan options include between a 20-50% initial payment and between 3-6 months to pay remaining balance. Payment extension provides an additional short period of time to extend the current balance due to the next meter read date. Third party notifications provide the ability to designate another person to receive mailed copies of disconnection notices to alert the customer of a pending shutoff if out of town or unavailable to receive mail.

Eligibility Information

- Must contact the utility to set up payment options.

More Information

https://www.ladwp.com/ladwp/faces/ladwp/residential/r-financialassistance/r-fa-paymentarrangements;jsessionid=zGfhWM6X57qC5ptZp8rhQ11nRVKpIIKfyz17pHp4ZRxljgHWJ8d!1232203430?_afLoop=196206243225578&_afWindowMode=0&_afWindowId=null#%40%3F_afWindowId%3D

Program: **Low Income Discount Program**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a discount to customers having difficulty paying their electric and/or water bills.

Eligibility Information

- Must be a residential customer.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).

More Information

https://www.ladwp.com/ladwp/faces/wcnav_externalld/r-fa-discont-rate?_adf.ctrl-state=gmqvma4ug_4&_afLoop=1187824997820751

Program: **Senior Citizen/Disability Lifeline Rate**Type: **Lifeline Rate**Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons****Program Description**

Provides a discount on electric and/or water bill. The discount is available under the provisions of the Los Angeles Municipal Code or the Revenue and Taxation Code of the State of California.

Eligibility Information

- Must be a residential customer within the City of Los Angeles and applicant's name must be on the utility bills.
- At least 62 years of age or permanently disabled.
- The combined adjusted gross income of all members of the household in which the applicant resides in is less than \$33,200 for the prior calendar year.
- The amount of tax imposed on the above utilities is not paid by a public agency or from funds received from a public agency specifically for the payment of such tax.

More Information

https://www.ladwp.com/ladwp/faces/wcnav_externalld/r-fa-discont-rate?_adf.ctrl-state=gmqvma4ug_4&_afLoop=1187824997820751

Program: **Project ANGEL** Type: **Temporary Assistance**
 Households Targeted: **Low-Income, Seniors**

Program Description

Helps low-income and elderly residential customers meet their energy and water needs. Priority is given to those who are not eligible for other aid or assistance. Administered by the United Way.

Eligibility Information

- Applicant must be customer of Los Angeles Department of Water & Power.
- Must be a residential customer.
- Should be classified low-income or elderly; priority given to those who are not eligible for other assistance.

More Information

https://www.ladwp.com/ladwp/faces/wcnav_externalld/r-fa-assist-prog?_adf.ctrl-state=gmqvma4ug_4&_afLoop=1188190700923581

Los Angeles County | California American Water, Baldwin

21,589 population served



Program: **Low-Income Rate Payer Assistance Program** Type: **Bill Discount**
 Households Targeted: **Low-Income**

Program Description

Provides a monthly discount on water or wastewater charges.

Eligibility Information

- Must be an individually metered residential customer.
- Water utility bill for service for the residence must be in applicant's name.
- Not be claimed as a dependent on another person's tax return.
- Must reapply if applicant changes personal residence.
- Must renew the application every 2 years, or sooner, if requested.
- Total annual income cannot exceed program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Must notify California American Water within 30 days if become ineligible for the program.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>
[http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev\[2\].pdf](http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev[2].pdf)

Program: **Payment Arrangements** Type: **Flexible Terms**
 Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must pay at least 25% of the bill within 48 hours of the call.
- Must pay the rest of the bill, including any applicable late payment charge, according to an agreed upon schedule (not to exceed 6 months).
- Must pay future bills as they become due.
- Only customers who have not broken similar agreements in the past 12 months are eligible to make these payment arrangements.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>

Los Angeles County | California American Water, Duarte**18,397 population served**Program: **Low-Income Rate Payer Assistance Program**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a monthly discount on water or wastewater charges.

Eligibility Information

- Must be an individually metered residential customer.
- Water utility bill for service for the residence must be in applicant's name.
- Not be claimed as a dependent on another person's tax return.
- Must reapply if applicant changes personal residence.
- Must renew the application every 2 years, or sooner, if requested.
- Total annual income cannot exceed program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Must notify California American Water within 30 days if become ineligible for the program.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>

[http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev\[2\].pdf](http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev[2].pdf)

Program: **Payment Arrangements**Type: **Flexible Terms**Households Targeted: **Financial Hardship****Program Description**

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must pay at least 25% of the bill within 48 hours of the call.
- Must pay the rest of the bill, including any applicable late payment charge, according to an agreed upon schedule, not to exceed 6 months.
- Must pay future bills as they become due.
- Only customers who have not broken similar agreements in the past 12 months are eligible to make these payment arrangements.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>

Los Angeles County | California American Water, San Marino

40,804 population served

Program: **Low-Income Rate Payer Assistance Program**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a monthly discount on water or wastewater charges.

Eligibility Information

- Must be an individually metered residential customer.
- Water utility bill for service for the residence must be in applicant's name.
- Not be claimed as a dependent on another person's tax return.
- Must reapply if applicant changes personal residence.
- Must renew the application every 2 years, or sooner, if requested.
- Total annual income cannot exceed program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Must notify California American Water within 30 days if become ineligible for the program.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>

[http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev\[2\].pdf](http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev[2].pdf)

Program: **Payment Arrangements**Type: **Flexible Terms**Households Targeted: **Financial Hardship****Program Description**

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must pay at least 25% of the bill within 48 hours of the call.
- Must pay the rest of the bill, including any applicable late payment charge, according to an agreed upon schedule (not to exceed 6 months).
- Must pay future bills as they become due.
- Only customers who have not broken similar agreements in the past 12 months are eligible to make these payment arrangements.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>

Los Angeles County | San Gabriel Valley Water Company, El Monte

272,082 population served



Program: **California Alternate Rates for Water**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a discount for low-income customers. Based upon the same income qualification guidelines that are used by the electric and gas California Alternate Rate for Energy (CARE) programs.

Eligibility Information

- Customer must receive water service through a 1-inch or smaller water meter.
- Utility bill must be in applicant’s name.
- Cannot be claimed as a dependent on another person’s tax return.
- Someone in the household participates in a qualifying Public Assistance Program or Total Gross Annual Income ranges from \$31,860 for 1-2 persons living in the household to \$81,780 for 8 persons living in the household.
- Required to recertify eligibility every 2 years.

More Information

<http://www.sgvwater.com/customer-service/carw-information/>

Marin County | Marin Municipal Water District

190,800 population served



Program: **Service Charge Waiver Program for Low-Income Customers**

Type: **Bill Discount, Water**

Efficiency

Households Targeted: **Low-Income**

Program Description

Waives the bimonthly meter service charge. The water used is billed according to usual and current rate structure.

Eligibility Information

- Household income must meet program guidelines starting at \$38,750/year for 1 person per household to \$73,100/year for 8 or more persons per household.
- Must install low-volume shower heads in all bathrooms and low-volume washers on all faucets in the home.
- Be a single-family residential customer with a meter size no larger than 1-inch.
- Have the water service in applicant’s name (apartment complexes or mobile home parks with a master meter do not qualify).
- Applicant may not be claimed as a dependent on another person’s income tax return.

More Information

<https://www.marinwater.org/229/Discounted-Rate-Programs>

Program: **Medical Disability Discount**

Type: **Lifeline Rate, Water Efficiency**

Households Targeted: **Disabled Persons**

Program Description

Offers an additional nine CCFs of water to be billed at the Tier 1 base rate.

Eligibility Information

- Applicant must establish disability through doctor verification.
- Must install low-volume shower heads, ultra-low-flush toilets, and faucet aerators.
- Be a single-family residential customer with a meter size no larger than 1-inch.
- Have the water service in applicant's name (apartment complexes or mobile home parks with a master meter do not qualify).
- May not be claimed as a dependent on another person's income tax return.

More Information

<https://www.marinwater.org/229/Discounted-Rate-Programs>

Marysville | California Water Service, Marysville

12,017 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Modesto | City of Modesto

212,000 population served



Program: **Senior/Disabled Low Income Discount**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Provides a 25% discount on utility bills for qualifying customers.

Eligibility Information

- Must be at least 60 years of age or disabled.
- Must be receiving social security/retirement benefits or disability benefits.
- Total household income must not exceed \$22,400 annually.

More Information

<https://www.modestogov.com/fin/utilities/discount.asp>

Monterey | California American Water, Monterey

96,754 population served



Program: **Low-Income Rate Payer Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a monthly discount on water or wastewater charges.

Eligibility Information

- Must be an individually metered residential customer.
- Water utility bill for service for the residence must be in applicant's name.
- Not be claimed as a dependent on another person's tax return.
- Must reapply if applicant changes personal residence.
- Must renew the application every 2 years, or sooner, if requested.
- Total annual income cannot exceed program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Must notify California American Water within 30 days if become ineligible for the program.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>
[http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev\[2\].pdf](http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev[2].pdf)

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must pay at least 25% of the bill within 48 hours of the call.
- Must pay the rest of the bill, including any applicable late payment charge, according to an agreed upon schedule (not to exceed 6 months).
- Must pay future bills as they become due.
- Only customers who have not broken similar agreements in the past 12 months are eligible to make these payment arrangements.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>

Napa | Napa Sanitation District

75,000 population served



Program: **Low Income Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income, Non-profit Organizations**

Program Description

Provides a discount on the Sewer Service Charge for low-income owner-occupied homes and for 501(c)(3) non-profit organizations that provide housing to low-income renters.

Eligibility Information

- Criteria for home owners:
 - Applicant must own home and live in the home as primary residence.
 - Must be billed the Sewer Service Charge on applicant's property tax bill.
 - Household income must be at or below 60% of the area's median family income.
- Non-profit organizations must rent 85% or more of each property applying to tenants that have household earnings of 60% or less of area median family income.

More Information

<http://www.napasan.com/Pages/ContentMenu.aspx?id=70>

Palmdale | Palmdale Water District

115,000 population served



Program: **Rate Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income, Low-Income Seniors, Veterans**

Program Description

Offers assistance by covering up to 50% of monthly service charges on a first-come, first-serve basis.

Eligibility Information

- Applicant must be a property owner or renter.
- Priority is provided to customers who are low-income seniors aged 62 and older and veterans.
- Must be enrolled in Southern California Edison’s or Southern California Gas’ CARE program.
- Maximum total gross household income must meet program guidelines starting at \$31,460/year for 1 person per household to \$80,180/year for 8 persons per household (\$8,120 for each additional person).
- Be a District residential customer with a 5/8-inch or 3/4-inch water meter.
- Not be claimed as a dependent on another person’s federal or state income tax return.

More Information

<http://www.palmdalewater.org/customer-service/rate-assistance-program/>

Palo Alto | City of Palo Alto Utilities

218,005 population served



Program: **Project Pledge**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides a one-time financial hardship credit of up to \$750 applied to the outstanding balance of the applicant’s city of Palo Alto Utilities account.

Eligibility Information

- Applicant is unemployed and either single or with a live-in, non-working, spouse/domestic partner.
- Have unexpected acute medical condition or unexpected unreimbursed medical expenses.
- Experienced recent death of either the customer or live-in spouse/domestic partner.
- Must also enroll in the Residential Energy Assistance Program.

More Information

<http://www.cityofpaloalto.org/gov/depts/utl/billpay/assist.asp>

Program: **Rate Assistance Program** Type: **Bill Discount**

Households Targeted: **Financial Hardship**

Program Description

Provides a 20% discount on storm drain charges.

Eligibility Information

- Household income must meet program guidelines starting at \$37,250/year for 1 person per household to \$70,200/year for 8 persons per household (\$4,250 for each additional person).
 - Households with Social Security Income, Temporary Assistance for Needy Families, and Supplemental Nutrition Assistance Program (food stamps) recipients automatically qualify for the discount even if the total household income exceed the income guideline.
-

More Information

<http://cityofpaloalto.org/gov/depts/utl/billpay/assist.asp>

Palos Verdes | California Water Service, Palos Verdes

69,883 population served



Program: **Low-Income Rate Assistance (LIRA)** Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
 - Must live at the address where the discount will be received.
 - Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
 - Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
 - Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
 - Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.
-

More Information

<https://www.calwater.com/community/lira/>

Program: **Bathroom Fixture Replacement Program** Type: **Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.
-

More Information

<https://www.calwater.com/conservation/install/>

Rancho Cucamonga | Cucamonga Valley Water District

182,586 population served



Program: **Customer Assistance Program (CAP)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a \$4.00 deduction on the bimonthly billing statement. Funded by the District from unrestricted rental income that the District receives every month through the rental of District property.

Eligibility Information

- Must be a residential customer.
- Applicant’s name must appear on the utility statement.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household.

More Information

<http://www.cvwwater.com/329/Customer-Assistance-Program>

Riverside | Riverside Public Utilities

303,871 population served



Program: **Sharing Household Assist Riverside’s Energy program (SHARE)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Assists low-income residents with utility bills. Funded by the state mandated Public Benefits Charge, as well as other voluntary customer contributions.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.riversideca.gov/utilities/pdf/NewsLetter/2013/December-2013-Back-of-Bill.pdf>

Program: **Level Pay Plan**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Helps customers even out their utility bill payments over the entire year.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.riversideca.gov/utilities/pdf/NewsLetter/2013/December-2013-Back-of-Bill.pdf>

Riverside County | Western Municipal Water District

800,000 population served



Program: **Bill Payment Assistance**

Type: **Bill Discount**

Households Targeted: **Low-income**

Program Description

Offers bill payment assistance to qualified low-income residential water/sewer customers. The amount of assistance equal to the lesser of the balance due or \$150. Maximum assistance is \$150 during a 12-month period.

Eligibility Information

- Must be a residential customer.
- Account is past due.
- Be a current participant of the California Alternate Rates for Energy Program (CARE) program offered by the gas or electric company.

More Information

<http://wmwd.com/index.aspx?nid=394>

Sacramento | City of Sacramento

486,189 population served



Program: **Utilities Rate Assistance Program (URAP)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides up to a \$13 credit on the monthly utility bill for up to one year. The credit is designed to help households offset some of the recent water, wastewater and recycling, and solid waste rate increases.

Eligibility Information

- Must reside at the property where the discount is received.
- Property must consist of a single-family residential structure, or a condominium or townhome unit.
- Household income must meet program guidelines starting at \$23,540/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Tenants must currently be paying a utility bill.

More Information

<http://www.cityofsacramento.org/Utilities/Services/Rate-Assistance-Program>

Sacramento and Yolo Counties | Sacramento Regional Sanitation District

1,475,377 population served



Program: **Sewer Lifeline Rate Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers customers a savings of \$75-\$100/year on the conveyance and treatment portion of their sewer bill.

Eligibility Information

- Must be a homeowner or renter (it is not available to landlords for their rental properties).
- Applicant’s name must appear on the sewer bill and must live at the address for which the rebate is being requested.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$65,140/year for 6 persons per household (\$8,320 for each additional person).

More Information

www.sewerlifeline.com

Salinas | California Water Service, Salinas

117,681 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant’s name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

San Carlos, San Mateo, South San Francisco | California Water Service, Bayshore**102,893 population served**Program: **Low-Income Rate Assistance (LIRA)**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Program: **Bathroom Fixture Replacement Program**Type: **Water Efficiency**Households Targeted: **Low-Income****Program Description**

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

San Diego County | California American Water, Coronado

96,754 population served



Program: **Low-Income Rate Payer Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a monthly discount on water or wastewater charges.

Eligibility Information

- Must be an individually metered residential customer.
- Water utility bill for service for the residence must be in applicant’s name.
- Not be claimed as a dependent on another person’s tax return.
- Must reapply if applicant changes personal residence.
- Must renew the application every 2 years, or sooner, if requested.
- Total annual income cannot exceed program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Must notify California American Water within 30 days if you become ineligible for the program.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>
[http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev\[2\].pdf](http://www.amwater.com/files/CA_H2O-2015_FINAL2-rev[2].pdf)

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must pay at least 25% of the bill within 48 hours of the call.
- Must pay the rest of the bill, including any applicable late payment charge, according to an agreed upon schedule (not to exceed 6 months).
- Must pay future bills as they become due.
- Only customers who have not broken similar agreements in the past 12 months are eligible to make these payment arrangements.

More Information

<http://www.amwater.com/caaw/Customer-Service/Rates-Information/low-income-program.html>

San Francisco | San Francisco Water, Power, and Sewer

2,600,000 population served



Program: **Community Assistance Program (CAP)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers qualifying residential single-family customers a 15% discount on water and a 35% discount on sewer charges.

Eligibility Information

- Water and sewer bill must be in the applicant’s name.
- Be a full-time resident at the address where the discount will be received.
- Only have one water service account with the San Francisco Public Utilities Commission (SFPUC).
- Not claimed as a dependent on another person’s tax return.
- Pay bills by the due date.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$56,820/year for 5 persons per household (\$8,320 for each additional person).
- Total annual bills must not exceed 5% of total combined gross income.
- Participate in a Water-Wise Evaluation.
- Water use should not exceed the acceptable range of daily water use per household occupant as determined by SFPUC.

More Information

<http://www.sfwater.org/index.aspx?page=131>

San Jose | San Jose Water Company

998,000 population served



Program: **Water Rate Assistance Program (WRAP)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 15% discount on the total water bill.

Eligibility Information

- Bill must be in the customer’s name or must be a submetered tenant in a mobile home park.
- May not be claimed as a dependent on another person’s tax return.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).

More Information

https://www.sjwater.com/for_your_home/home_customer_care/rates_regulations/water_rate_assistance_program_wrap

San Jose Hills | Suburban Water Systems, San Jose Hills

300,000 population served



Program: **Water Invoice and Statement Help Program (WISH)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides an adjustment of \$6.50 on the water bill each month for qualifying Suburban customers.

Eligibility Information

- Participation in CARE, the Southern California Edison or Southern California Gas Company low-income assistance programs, or
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).

More Information

<http://www.swwc.com/suburban/wish/>
http://www.swwc.com/suburban/WISH_English.pdf

Santa Ana | City of Santa Ana

353,428 population served



Program: **Utility User Tax Low-Income Exemption**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Reduces the Utility Users' Tax rate from 6% to 5.5%.

Eligibility Information

- Account must be in the utility account holder's name.
- Account holder is not claimed as a dependent on another person's income tax return.
- Household income must meet program guidelines starting at \$14,300/year for 1 person per household to \$23,500/year for 5 persons per household (\$3,300 for each additional person).

More Information

http://www.ci.santa-ana.ca.us/finance/municipal_utilities/uut_low-income_exemption.asp

Selma | California Water Service, Selma

24,480 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant’s name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Simi Valley | Golden State Water Company, Simi Valley

13,300 population served



Program: **California Alternate Rates for Water**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a monthly credit for low-income customers. Based upon the same income qualification guidelines that are used by the electric and gas California Alternate Rate for Energy (CARE) programs.

Eligibility Information

- Customer of Golden State Water Company.
- Address must be the primary residence, or must be a tenant receiving water service by a submetered system in a mobile home park.
- Applicant may not be claimed as a dependent on another person’s tax return.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Open to all qualifying residential water customers. Non-profit group living facilities, agricultural employee housing facilities and migrant farm-worker housing centers may also be eligible to receive a monthly credit.

More Information

<http://www.gswater.com/carw/>

Stockton | California Water Service, Stockton**185,346 population served**Program: **Low-Income Rate Assistance (LIRA)**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

Program: **Bathroom Fixture Replacement Program**Type: **Water Efficiency**Households Targeted: **Low-Income****Program Description**

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

Torrance | Torrance Municipal Water Department

105,000 population served



Program: **Low-Income Senior or Permanently Disabled Discount**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Provides a reduced rate for qualifying customers.

Eligibility Information

- At least 62 years of age or permanently disabled.
- Total household income must not exceed \$27,075 for the prior calendar year.

More Information

<http://www.torranceca.gov/1846.htm>

Valencia | Valencia Water Company

116,361 population served



Program: **Low-Income Rate Assistance (LIRA)**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers a 50% discount off the currently effective monthly service charge for the applicable meter size.

Eligibility Information

- Must be an individually metered residential customer.
- Water utility bill for service for the residence must be in applicant's name.
- Not be claimed as a dependent on another person's tax return.
- Total combined household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).

More Information

http://www.valenciawater.com/images/ContentImages/LIRA_Application_05-2015_to_05-2016.pdf

Vallejo | Vallejo Sanitation & Flood Control District**119,784 population served**Program: **Reduced Rate Program**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Offers a 10% discount off the standard residential sewer wastewater rate.

Eligibility Information

- Current participant in Pacific Gas and Electric Company's California Alternate Rates for Energy (CARE) Program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).

More Information

https://www.vsfcd.com/SitePages/my_bill.aspx

Visalia | California Water Service, Visalia**132,158 population served**Program: **Low-Income Rate Assistance (LIRA)**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2 years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

 Program: **Bathroom Fixture Replacement Program**
Type: **Water Efficiency**Households Targeted: **Low-Income****Program Description**

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

Westlake | California Water Service, Westlake
19,434 population served

 Program: **Low-Income Rate Assistance (LIRA)**
Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a 50% discount (up to \$18) of the monthly 5/8-inch meter service charge for qualified customers.

Eligibility Information

- Bill must be in the applicant's name.
- Must live at the address where the discount will be received.
- Must meet income guidelines specified below or someone in household must be enrolled in a qualified public assistance program.
- Household income must meet program guidelines starting at \$31,860/year for 1-2 persons per household to \$81,780/year for 8 persons per household (\$8,320 for each additional person).
- Required to recertify eligibility every 2years, or 4 years if have documentation proving handicapped or elderly (62 years of age or older).
- Residential single-family households, agricultural employee housing facilities, migrant farm worker housing center, and non-profit group living facilities can apply.

More Information

<https://www.calwater.com/community/lira/>

 Program: **Bathroom Fixture Replacement Program**
Type: **Water Efficiency**Households Targeted: **Low-Income****Program Description**

Offered to Low-Income Rate Assistance (LIRA) single-family customers in select service areas who have toilets that use 1.6 gallons or more per flush. Package includes installation of a high-efficiency WaterSense-labeled toilet (including seat), high-efficiency showerhead, and high-efficiency bathroom faucet aerator for each faucet (does not replace the faucets themselves). Installation in partnership with Southwest Environmental. Removal and disposal of old fixtures is included in the service.

Eligibility Information

- Must be enrolled in the LIRA program offered at California Water Service.

More Information

<https://www.calwater.com/conservation/install/>

Colorado

Aurora | City of Aurora

351,200 population served



Program: **Low Income Water Efficiency Program** Type: **Water Efficiency**
 Households Targeted: **Low-Income**

Program Description
 Provides replacement old fixtures with new, high-efficiency fixtures. Can replace up to two toilets, two showerheads, and three faucet aerators with water-saving versions.

Eligibility Information

- Household income must meet program guidelines starting at \$33,550/year for 1 person per household to \$63,250/year for 8 persons per household and/or must be qualified for Local Energy Assurance Planning (LEAP).

More Information
<https://www.auroragov.org/LivingHere/Water/Residential/LowIncomePrograms/index.htm>

Fort Collins | City of Fort Collins

125,500 population served



Program: **Payment Assistance Fund** Type: **Temporary Assistance**
 Households Targeted: **Low-Income, Seniors, Financial Hardship**

Program Description
 Helps families, senior citizens, and others in need stay current with their utility bills and avoid having their services turned off. Administered by Catholic Charities Larimer County.

Eligibility Information

- Customers who have received a shut-off notice.
- Funding may be limited to one month's utility bill.
- Assistance is awarded once during a calendar year.

More Information
<http://www.fcgov.com/utilities/contact-us/payment-assistance-fund>

Pueblo | City of Pueblo Wastewater Department

105,000 population served



Program: **Waterline Assistance Program (WAP)**

Type: **Flexible Terms, Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Helps defer the costs associated with waterline maintenance problems.

Eligibility Information

- An eligible family unit includes one or more persons related either by blood, adoption, marriage, or familial status occupying a permanent residence at the time of application.
- Household income must meet U.S. Housing and Urban Development (HUD) Section 8 very-low-income guidelines.
- Single-family residences are eligible, including manufactured homes permanently attached to real property occupied by the owner.
- Owner-occupied rental properties are eligible and can include a two-unit structure where the owner lives in one of the units and rents the other to a tenant. To be eligible, the rental unit must be a legally permitted unit for at least 5 years. The property owner must sign an agreement that states that the property will continue to be the primary residence of the owner.

More Information

<http://pueblo.us/253/Homeowner-Assistance-Programs>

Thornton | City of Thornton

136,977 population served



Program: **Water Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Provides short-term assistance to water utility customers meeting qualifying criteria. Water assistance of up to \$273 per customer may be provided.

Eligibility Information

- Must be a U.S. citizen or legal permanent resident; or the applicant is otherwise lawfully present in the United States pursuant to federal law; and produces a valid form of identification that the state of Colorado has specified.
- Must be a city of Thornton water customer.
- Household income must be at or below 185% of the federal poverty guidelines starting at \$1,815/month for 1 person per household to \$6,304/month for 8 persons per household.

More Information

http://www.thorntoncares.com/Water.asp?_ga=1.66178157.2127483954.1445605425

Connecticut

Stamford and Bridgeport | Aquarion Water Company

341,421 population served



Program: **Customer Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Assists eligible customers who are having difficulty paying their water bills. Each year, the first 1,000 customers who qualify can get a one-time voucher for \$50.

Eligibility Information

- Customers must be receiving bills on a quarterly basis.
- Either a homeowner in Aquarion’s service territory or a contractual renter.
- Must be receiving assistance from one or more of these programs: Temporary Assistance to Needy Families (TANF), Social Security Supplemental Security Income (SSI), Social Security Disability Insurance (SSDI), Helms Housing recipient paying the minimum, Section 8 (Housing Choice Voucher Program), Rental Assistance Program (RAP), State-Administered General Assistance (SAGA), Medicaid, Connecticut Energy Assistance Program

More Information

<http://www.aquarion.com/CT/CustomerAssistanceProgram>

District of Columbia

Washington | District of Columbia Water and Sewer Authority

617,996 population served



Program: **Budget Billing**

Type: **Flexible Terms**

Households Targeted: **All Customers**

Program Description

Offers to evenly spread the cost of water and sewer bills over the entire year. Average monthly payment is based on historical water/sewer usage.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.dewater.com/customer-care/faq.cfm>

Program: **Serving People by Lending A Supporting Hand (SPLASH)** Type: **Temporary Assistance**
Households Targeted: **Financial Hardship**

Program Description

Helps customers maintain critical water and sewer service in times of financial emergencies and is funded solely by contributions from customers and the community.

Eligibility Information

- Customers experiencing financial emergencies.
-

More Information

https://www.dewater.com/customercare/special_programs.cfm

Program: **Customer Assistance Program (CAP)** Type: **Lifeline Rate**
Households Targeted: **Low-Income**

Program Description

Provides a discount of up to 400 cubic feet of water and up to 400 cubic feet of sewer services per month, a current savings of up to \$37 for water and sewer services and extends a 100% discount of the new Water Replacement Fee for eligible customers. Administered by the District of Columbia's Department of the Environment (DDOE) Energy Office.

Eligibility Information

- Must contact DDOE to determine eligibility on the basis of federal low-income guidelines.
-

More Information

https://www.dewater.com/customercare/special_programs.cfm

Program: **Extended Payment Plans** Type: **Flexible Terms**
Households Targeted: **Financial Hardship**

Program Description

Offers the ability to create a payment plan.

Eligibility Information

- Must contact the utility to determine eligibility.
-

More Information

https://www.dewater.com/customercare/special_programs.cfm

Florida

Boca Raton | Boca Raton Utility Services

128,000 population served



Program: **Sewer Connection Assistance Program**

Type: **Bill Discount, Flexible Terms**

Households Targeted: **Low-Income**

Program Description

Assists eligible homeowners who live in the neighborhoods impacted by the city's septic to central sewer system program. Utilizes State Housing Initiatives Partnership (SHIP) funds to administer the Sewer Connection Assistance Program. The funds may be used to pay costs associated with connection to the sewer system, including city impact fees, city special assessment fees, and private plumber sewer system connection fees. Up to \$12,000 per housing unit is available, in the form of a deferred payment, zero percent, interest loan secured by a mortgage on the property. Loans will be forgiven in full after the completion of a 7-year term.

Eligibility Information

- Residence must be owner-occupied.
- Residence must be a single-family home in the Boca Raton city limits, in a neighborhood which is being converted from septic to sewer by the City.
- Assessed value of the residence (as established by the Palm Beach County Property Appraiser) cannot exceed \$386,202.
- Household income must meet program guidelines starting at \$36,750/year for 1 person per household to \$69,300/year for 8 persons per household.
- The applicant household cannot have assets exceeding \$25,000. Includes cash, stocks, bonds, investment accounts and real estate (excluding the primary residence).
- Qualified retirement accounts must be disclosed by applicants and verified by staff but will not be included in the \$25,000 asset cap.

More Information

<http://myboca.us/pages/community-improvement/community-improvement>

Cape Coral | City of Cape Coral

122,887 population served



Program: **Hardship Deferral Program**

Type: **Flexible Terms**

Households Targeted: **Low-Income**

Program Description

Defers payment of all or a portion of sewer, potable water, mandatory seawall and irrigation water special assessments or Contribution in Aid of Construction Fees, and/or water and sewer impact fees until the property is sold or transferred or the customer longer qualifies for deferral.

Eligibility Information

- City of Cape Coral resident.
- Household income must meet program guidelines starting at \$20,300/year to \$40,600/year for 1 person per household to \$45,080/year to \$90,160/year for 10 persons per household (\$2,900 for each additional person).
- Must qualify for deferral according to the guidelines established in the Hardship Resolution in force.

More Information

http://www.capecoral.net/departement/financial_services/hardship_deferral_program_and_utility_connection_grant_assistance.php#.VipOp36rSUK

Program: **Utility Connection Grant Assistance**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Pays the cost of the utility connection, meter installation fee, and septic abandonment permit fee.

Eligibility Information

- Household income must meet program guidelines starting at \$20,300/year to \$40,600/year for 1 person per household to \$45,080/year to \$90,160/year for 10 persons per household (\$2,900 for each additional person).

More Information

http://www.capecoral.net/departement/financial_services/hardship_deferral_program_and_utility_connection_grant_assistance.php#.VipOp36rSUK

Charlotte County | Charlotte County Utilities

128,967 population served



Program: **HeartShip**

Type: **Temporary Assistance**

Households Targeted: **Low-Income, Financial Hardship**

Program Description

Helps qualifying utility customers through the charitable contributions of others. Maximum household limit for assistance is \$90 and is provided on a first-come, first-served basis.

Eligibility Information

- A customer in the Charlotte County Utilities service area.
- Have received an Urgent Notice for disconnection of service or have been disconnected for nonpayment of their resident utility bill.
- Household income must not exceed 150% of the federal poverty income guidelines.
- Only one person per household may qualify.

More Information

<https://www.charlottecountyfl.gov/dept/utilities/Pages/Financial-Assistance.aspx>

Clay County | Orange Park Grid, Clay County Utility Authority

104,797 population served



Program: **Golden Opportunities Assistance Plan**

Type: **Flexible Terms**

Households Targeted: **Low-Income Seniors**

Program Description

Enables eligible customers to pay their monthly utility bill up to 21 days after the due date on the bill.

Eligibility Information

- At least 62 years of age.
- Retired.
- On a limited, fixed income.

More Information

https://www.clayutility.org/mysevice/customer_assistance_program.aspx

Program: **Disability Assistance Plan**

Type: **Flexible Terms**

Households Targeted: **Low-Income Disabled Persons**

Program Description

Enables customers who are permanently disabled and on a limited or fixed income to pay their monthly utility bill up to 21 days after the due date on the bill.

Eligibility Information

- Permanently disabled.
- On a limited, fixed income.

More Information

https://www.clayutility.org/mysevice/customer_assistance_program.aspx

Program: **Lend-A-Helping Hand**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides payment of past due portion of water and/or sewer bill. Assistance is limited to once every 12 months with a maximum payment of \$350. Program financed by voluntary customer donations.

Eligibility Information

- Must meet one of the following criteria:
 - At least 60 years of age whose household income is below the poverty level.
 - Handicapped whose household income is below the poverty level.
 - Low-income households below the poverty level.
 - Any customer who has an emergency situation that results in temporary hardships.

More Information

https://www.clayutility.org/mysevice/customer_assistance_program.aspx

Clearwater | Clearwater Public Utilities, Water Division

110,000 population served



Program: **Financial Hardship Assistance**

Type: **Flexible Terms**

Households Targeted: **Low-Income**

Program Description

Defers costs of connecting to sanitary sewer services in the Idlewild/The Mall Sanitary Septic-to-Sewer project. Eligible households are able to enter into an agreement with the city regarding payback period and approved interest rate.

Eligibility Information

- Residents of Idlewild/The Mall neighborhood.
- Household income must meet program guidelines starting at \$31,850/year for 1 person per household to \$60,000/year for 8 persons per household.

More Information

http://www.myclearwater.com/gov/depts/pwa/public_utils/idlewild.asp

Program: **62 Plus**

Type: **Flexible Terms**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Adjusts the due date of utility bills to accommodate receipt of fixed income retirement or disability payments to help avoid late payments.

Eligibility Information

- 62 years of age or older or permanently disabled on a primary fixed income.

More Information

http://www.myclearwater.com/services/customer_service/62_plus.asp

Program: **We Care Fund** Type: **Temporary Assistance**
 Households Targeted: **Financial Hardship**

Program Description

Provides temporary assistance to eligible customers of city of Clearwater utilities. Funded through voluntary donations from customers into the We Care Fund. Administered by the Salvation Army.

Eligibility Information

- Contact Salvation Army to determine eligibility.

More Information

http://www.myclearwater.com/services/customer_service/pdf/We_Care_Fund.pdf

Gainesville | Gainesville Regional Utilities

181,468 population served



Program: **Payment Extensions** Type: **Flexible Terms**
 Households Targeted: **Financial Hardship**

Program Description

Offers a 7-day payment extension beyond the scheduled disconnected date or 14 days after the payment due date.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.gru.com/TabID/3605/Default.aspx>

Program: **Family Hardship Extensions** Type: **Flexible Terms**
 Households Targeted: **Financial Hardship**

Program Description

Allows up to a 90-day extension for water bill payments.

Eligibility Information

- Families needing a longer-term extension due to health concerns or other problems.
- Must contact the utility to determine eligibility.

More Information

<https://www.gru.com/TabID/3605/Default.aspx>

Program: **Extend-a-Hand Installment Payments** Type: **Flexible Terms**
 Households Targeted: **Financial Hardship**

Program Description

Offers installment plans for customers who are unable to pay their bill in full. Funded through voluntary donations from customers and employees of Gainesville Regional Utilities.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.gru.com/TabID/3605/Default.aspx>

Program: **Project SHARE** Type: **Temporary Assistance**
 Households Targeted: **Seniors, Disabled Persons, Financial Hardship**

Program Description

Provides assistance to customers having difficulty paying their utility bill.

Eligibility Information

- Must contact United Way of North Central Florida’s 2-1-1 helpline to determine eligibility.
- Preference is given to those at least 60 years of age or those who are disabled and unable to be self-sufficient.

More Information

<https://www.gru.com/TabID/3606/Default.aspx>

Jacksonville | Jacksonville Electric Authority

703,750 population served



Program: **United Way 2-1-1** Type: **Temporary Assistance**
 Households Targeted: **Emergency Relief**

Program Description

Provides emergency assistance to customers facing a temporary financial crisis and having difficulty paying their utility bill. Funded by utility employee and customer donations to the Neighbor to Neighbor Donation Fund. Administered by the United Way.

Eligibility Information

- Must contact United Way to determine eligibility.

More Information

<https://www.jea.com/assistance/>

Lee County | Lee County Utilities

230,398 population served



Program: **Family Self-Sufficiency Program** Type: **Bill Discount**
 Households Targeted: **Low-Income**

Program Description

Helps primarily low to moderate-income households to become, or remain, self-sufficient. Coordinate payments directly to vendors, such as utility companies or landlords, using financial assistance from county, state, and federal grants.

Eligibility Information

- Must contact Lee County Human Services to determine eligibility.

More Information

<http://www.leegov.com/dhs/fss>

Program: **Emergency Services**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides assistance in paying past due bills. Payment must prevent shutoff and customer required to demonstrate ability to pay future monthly bills. Funded with Lee County tax dollars.

Eligibility Information

- Must contact Lee County Human Services to determine eligibility.

More Information

<http://www.lee.gov/dhs/fss/emergency/utilities>

Miramar | City of Miramar

122,041 population served



Program: **Miramar Assisting Seniors in the Home (MASH)**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Offers qualifying residents assistance with their water bill.

Eligibility Information

- Must be enrolled in the Emergency Home Energy Assistance Program (EHEAP).
- 60 years of age or older.
- A gross household income equal to or less than 150% of the federal poverty guidelines.
- Must contact the utility to determine eligibility.

More Information

<http://www.ci.miramar.fl.us/finance/docs/Utility-FAQs.pdf>

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers who are facing temporary financial difficulty the ability to create a payment arrangement.

Eligibility Information

- Must be facing temporary financial difficulty and have demonstrated good prior payment history.

More Information

<http://www.ci.miramar.fl.us/finance/docs/Utility-FAQs.pdf>

North Miami Beach | North Miami Beach

170,000 population served



Program: **I-Care Water Donation Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides emergency assistance funds to utility customers in a crisis situation who are unable to pay their utility bill.

Eligibility Information

- Must contact Miami-Dade County’s Community Action Agency to determine eligibility.

More Information

http://www.citynmb.com/index.asp?Type=B_BASIC&SEC={F4948FA6-6889-409F-A4A4-688638EF0660}

Orange County | Orange County Utilities Department, Eastern

233,443 population served



Program: **Orange Cares 4 U**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Offers short-term utility bill assistance to customers who are experiencing a financial hardship.

Eligibility Information

- Elderly, medically challenged, or have experienced a qualifying emergency.

More Information

<http://www.ocfl.net/Portals/0/Library/Water-Garbage-Recycle/docs/OrangeCaresForYou.pdf>

Orange County | Orange County Utilities Department, Western

119,708 population served



Program: **Orange Cares 4 U**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Offers short-term utility bill assistance to customers who are experiencing a financial hardship.

Eligibility Information

- Elderly, medically challenged, or have experienced a qualifying emergency.

More Information

<http://www.ocfl.net/Portals/0/Library/Water-Garbage-Recycle/docs/OrangeCaresForYou.pdf>

Orlando | Orlando Utilities Commission

425,520 population served



Program: **Project CARE**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides a maximum benefit of \$500 in a one-year period for emergency assistance to assist with utility bills. Administered by the United Way.

Eligibility Information

- Have experienced a recent personal or family crisis that has placed them in danger of losing their utility service.

More Information

<http://www.ouc.com/residential/residential-assistance/project-care>

Palm Bay County | Palm Beach County Water Utilities

569,000 population served



Program: **Utility Connection (State Housing Initiatives Partnership (SHIP))**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides payment of impact fees and/or sewer and water connection system fees.

Eligibility Information

- Very-low and low-income (income restricted 120% of area median income or below) eligible single-family homeowners.

More Information

<http://www.pbcgov.com/des/Programs/Housing/Home.htm>

Pinellas County | Pinellas County Utilities

426,877 population served



Program: **Pinellas County Care Fund**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Helps customers with water or electric bills. Will provide emergency financial assistance to eligible Pinellas County adults and seniors one time per year.

Eligibility Information

- Experiencing financial hardship.

More Information

<http://www.pinellascounty.org/donate/default.htm>

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers the ability to either select a different billing date than the assigned by Pinellas County Utilities or a one-time extended due date per 12-month period.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.pinellascounty.org/utilities/faq.htm>

Port St. Lucie | Port St. Lucie Utilities

157,943 population served



Program: **Port St. Lucie's State Housing Assistance Program (SHIP)**

Type: **Bill Discount**

Households Targeted: **Low-Income, Disabled Persons**

Program Description

Offers a grant for income-eligible households. Administered by Communities Services Department.

Eligibility Information

- Applicant must be low-income and/or disabled.
- Household income must meet program guidelines starting at \$30,650 for 1 person per household to \$57,750 for 8 persons per household.

More Information

<http://www.cityofpsl.com/community-services>

St. Petersburg | City of St. Petersburg

300,075 population served



Program: **Permanent Payment Extension**

Type: **Flexible Terms**

Households Targeted: **Low-Income, Disabled Persons**

Program Description

Allows for a permanent extension of the utility bill due date for those that receive one monthly income such as social security, disability, etc.

Eligibility Information

- Must receive one monthly income such as social security, disability, etc.
- Must contact the utility to determine eligibility.

More Information

http://www.stpete.org/billing_and_collections/utility_billing/faq.php

Program: **Utility Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides funding for customers who need help to pay their monthly utility bill for water, sanitary sewer, sanitation, and stormwater treatment services. Funds are distributed by local social service agencies.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.stpete.org/pdf/utilityassistancefund.pdf>

Tallahassee | City of Tallahassee

194,665 population served



Program: **Budget Billing**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Allows customers to have a level amount in their monthly utility bill.

Eligibility Information

- Must have been a residential utility customer at the same location for at least the past 6 months.

More Information

<http://www.talgov.com/you/you-products-home-budget-billing.aspx>

Program: **Project SHARE**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps customers in need pay their utility bill. Funds are administered locally by the Capital Area Community Action Agency.

Eligibility Information

- Must meet one of the following criteria:
 - At least 60 years of age.
 - Disabled or handicapped to the point of not being able to maintain a sufficient family income.
 - Has had income temporarily interrupted due to illness or injury, or other significant occurrence beyond the applicant’s control, including sudden loss or significant decrease in income resulting from natural disaster.
 - Has a verifiable medical condition or health hazard that will be aggravated or caused by loss of utility services.

More Information

<http://www.talgov.com/you/you-products-home-project-share.aspx>

Georgia

Atlanta City of Atlanta	
650,000 population served	 
Program: Senior Citizen Discount	Type: Bill Discount
Households Targeted: Low-Income Seniors	
Program Description	
Offers a 30% discount on water and sewer bills.	
Eligibility Information	
<ul style="list-style-type: none"> • At least 65 years of age. • Household income must be \$25,000 or less. • Applicant must be the primary titleholder or leaseholder on the property. • Be a city of Atlanta water and sewer customer. 	
More Information	
https://www.atlantawatershed.org/how-do-i/get-a-senior-citizen-discount/	

Clayton County Clayton County Water Authority	
270,000 population served	  
Program: Senior Citizen Program	Type: Flexible Terms
Households Targeted: Seniors	
Program Description	
Allows monthly bill to be rendered on the last working day of the month to allow the customer to receive the bill to coincide with the receipt of their pension and/or Social Security checks.	
Eligibility Information	
<ul style="list-style-type: none"> • Must be at least 62 years of age. • Applicant must be the responsible party for the water and/or sewer account. 	
More Information	
http://www.ccwa.us/payment-options	
http://www.ccwa.us/system/media_files/attachments/383/original/CCWA_Senior_Billing_Application.pdf?1409329670	

Program: **Budget Billing Program**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Allows customers to pay the same amount each month for 12 months regardless of amount used. Customer’s water use from the previous 12 months is averaged for monthly billing. Difference between actual use and budget bill will be deferred each month with the total amount due or refunded on April 30th of each year.

Eligibility Information

- Must have 12 months of uninterrupted service with Clayton County Water Authority.
- Must maintain a good payment record.

More Information

<http://www.ccwa.us/payment-options>

Program: **Hardship Assistance Program**

Type: **Bill Discount**

Households Targeted: **Financial Hardship**

Program Description

Provides qualified customers up to \$200 in assistance during a 12-month period applied as a credit to their account. Administered by Clayton County Community Services Authority, Inc.

Eligibility Information

- Must contact Clayton County Community Services Authority, Inc. to determine eligibility.

More Information

<http://www.ccwa.us/payment-options>

Cobb County | The Cobb County Water System

553,000 population served



Program: **Senior Citizens Discount Program**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Exempts seniors from payment of 100% of the monthly service charge applied to monthly water bill.

Eligibility Information

- At least 65 years of age.
- Total annual combined household income does not exceed \$15,930.

More Information

<http://www.cobbcounty.org/images/documents/water/seniordiscpkg.pdf>

Columbus | Columbus Water Works

229,000 population served



Program: **Low Income Credit Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a monthly \$4.50 credit for qualifying residential customers.

Eligibility Information

- Must have a residential account in the applicant’s name with the Columbus Water Works.
- Must meet the U.S. Department of Health and Human Services poverty guidelines starting at \$11,880/year for 1 person per household to \$40,890/year for 8 persons per household (\$4,160 for each additional person).

More Information

http://www.cwwga.org/documentlibrary/428_Bill%20Stuffer%20-%20January%202015.pdf

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Provides a time extension to pay utility bills.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.cwwga.org/plaintext/customerservice/paymentoptions.aspx>

Douglasville-Douglas County | Douglasville-Douglas County Water and Sewer Authority

117,302 population served



Program: **Senior Citizen and Disabled Discount Program**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Provides a reduced water base charge of \$2.50 and a reduced sewer base charge of \$2.50 to those who qualify.

Eligibility Information

- Service location must be a residential dwelling.
- At least one of the individuals responsible for paying the bill must be at least 65 years of age, or must be handicapped.
- Household income must meet program guidelines starting at \$24,900/year for 1 person per household to \$47,000/year for 8 persons or more per household.
- Must be the permanent residence of the individual responsible for paying the bill.

More Information

<http://www.ddcwsa.com/?s=senior+discount&searchsubmit=>

Gainesville | City of Gainesville

244,582 population served



Program: **Project SHARE**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides financial assistance to customers in need. Funded through donations provided through Help 2 Others Round Up Program. Administered by the Salvation Army.

Eligibility Information

- Must contact Salvation Army to determine eligibility.

More Information

<http://www.gainesville.org/form/water-bill/>

Henry County | Henry County Water Authority

138,343 population served



Program: **The Charitable Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides financial assistance to customers unable to pay their water bill. In partnership with a non-profit organization.

Eligibility Information

- (information not found)

More Information

http://www.hcwsa.com/system/media_files/attachments/398/original/Charitable%20Assistant%20Program.pdf?1416432079

Sandy Springs | Atlanta Department of Watershed Management

101,908 population served



Program: **Senior Citizen Discount**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Offers a 30% discount on water and sewer bills.

Eligibility Information

- At least 65 years of age.
- Maximum household income of \$25,000 or less.
- Applicant must be the primary titleholder or leaseholder on the property subject to the bill.

More Information

<http://www.atlantawatershed.org/how-do-i/get-a-senior-citizen-discount/>

St. Marys | St. Marys Water & Sewer

17,270 population served



Program: **Disabled Veterans and Seniors Discount**

Type: **Bill Discount**

Households Targeted: **Disabled Veterans, Seniors**

Program Description

Offers a discounted rate for water and sewer services.

Eligibility Information

- Disabled veterans, or
- Age 65 and older.

More Information

http://www.stmarysga.gov/document_center/water_and_sewer/utility_services/docs/UTILITY_RATES_6_2013.pdf

Illinois

Champaign | Illinois American Water, Champaign

141,000 population served



Program: **H2O Help to Others Program**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides supplemental funding to customers who have difficulty paying their bills in an emergency situation. Administered by Illinois American Water and the Salvation Army of Illinois.

Eligibility Information

- Water service is being provided by Illinois American Water.
- Must be in danger of losing primary source of water.
- Meets the "basic needs" criteria as set by Salvation Army caseworkers.

More Information

<http://www.amwater.com/ilaw/customer-service/low-income-program.html>

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Offers the ability to create a payment plan.

Eligibility Information

- Pay at least 25% of your bill within 48 hours.
- Pay the rest of the bill, including any applicable late payment charge, according to an agreed upon schedule (not to exceed 6 months).
- Pay all future bills as they become due.
- Only customers who have not broken similar agreements in the past 12 months are eligible to make these payment arrangements.

More Information

<http://www.amwater.com/ilaw/customer-service/low-income-program.html>

Chicago | City of Chicago Water Division

2,695,598 population served



Program: **Senior Citizen Sewer Service Charge Exemption**

Type: **Bill Discount**

Households Targeted: **Seniors**

Program Description

Exempts seniors from paying the sewer service charge.

Eligibility Information

- Must be at least 65 years of age.
- Must occupy the property as the principal place of residence.
- Applicant must be the owner of the property.
- Must be a single-family home or a unit with its own, separate water account.

More Information

http://www.cityofchicago.org/city/en/depts/fin/supp_info/revenue/senior_citizen_sewerservicechargeexemption.html

East St. Louis | Illinois American Water, East St. Louis

155,382 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Offers the ability to create a payment plan.

Eligibility Information

- Pay at least 25% of your bill within 48 hours.
- Pay the rest of the bill, including any applicable late payment charge, according to an agreed upon schedule (not to exceed 6 months).
- Pay all future bills as they become due.
- Only customers who have not broken similar agreements in the past 12 months are eligible to make these payment arrangements.

More Information

<http://www.amwater.com/ilaw/customer-service/low-income-program.html>

Program: **H2O Help to Others Program**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides supplemental funding to customers who have difficulty paying their bills in an emergency situation. Administered by Illinois American Water and the Salvation Army of Illinois.

Eligibility Information

- Water service is being provided by Illinois American Water.
- Must be in danger of losing primary source of water.
- Meets the "basic needs" criteria as set by Salvation Army caseworkers.

More Information

<http://www.amwater.com/ilaw/customer-service/low-income-program.html>

Gurnee | North Shore Reclamation District

126,629 population served



Program: **Summer Credit Program**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Customers with a higher water use in the summer than winter will only be billed on their typical winter use. If their summer usage turns out to be lower than their winter use, the actual summer use will be charged.

Eligibility Information

- Must be a residential customer.

More Information

<http://www.northshorewrd.org/downloads/SumCred.pdf>

Peoria | Greater Peoria Sanitary District

157,379 population served



Program: **Credit for Residential Customers**

Type: **Bill Discount**

Households Targeted: **All Residential Customers**

Program Description

Defers payment of uncontaminated water not discharged to the sewer (unsewered water) if separate metering is provided.

Eligibility Information

- Households must have a separate water meter for gray water not being discharged to sewer system.

More Information

http://www.gpsd.dst.il.us/Credit_Meter_Users.htm

Peoria | Illinois American Water, Peoria

136,000 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Offers the ability to create a payment plan.

Eligibility Information

- Pay at least 25% of your bill within 48 hours.
- Pay the rest of the bill, including any applicable late payment charge, according to an agreed upon schedule (not to exceed 6 months).
- Pay all future bills as they become due.
- Only customers who have not broken similar agreements in the past 12 months are eligible to make these payment arrangements.

More Information

<http://www.amwater.com/ilaw/customer-service/low-income-program.html>

Program: **H2O Help to Others Program**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides supplemental funding to customers who have difficulty paying their bills in an emergency situation. Administered by Illinois American Water and the Salvation Army of Illinois.

Eligibility Information

- Water service is being provided by Illinois American Water.
- Must be in danger of losing primary source of water.
- Meets the "basic needs" criteria as set by Salvation Army caseworkers.

More Information

<http://www.amwater.com/ilaw/customer-service/low-income-program.html>

Rockford | Rock River Water Reclamation District

240,000 population served



Program: **(information not found)**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Provides assistance with sewer bills in partnership with the Rockford Human Services Department.

Eligibility Information

- Must contact the Rockford Human Services Department to determine eligibility.

More Information

http://www.rrwrdd.dst.il.us/?page_id=1931

Indiana

Marion | Marion Utilities

31,590 population served



Program: **H2O Community (Help to Our Community)**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief, Low-Income**

Program Description

Helps provide supplemental funding to customers who otherwise have trouble paying their bills in an emergency situation. Offers financial education classes to teach families about simple budgeting skills. Supplement is need-based and can extend up to \$100/year. Partner with the Salvation Army and Via Credit Union.

Eligibility Information

- Must fall below the established poverty level criteria and not have been able to pay utility bills for many days.
- Individuals must attend two financial education classes offered through Via Credit Union.

More Information

<http://www.marionutilities.com/site/pay-my-bill/h2ocommunity/>

Iowa

Cedar Rapids | City of Cedar Rapids

128,201 population served



Program: **Reduced Utility Rates**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Offers a reduced municipal utility rate to eligible customers.

Eligibility Information

- At least 62 years of age or customers with qualified disabilities.
- Meet the income, age, and residence guidelines.

More Information

<http://www.cedar-rapids.org/resident-resources/utilities/utility-bills/lowbill/pages/default.aspx>

Davenport | Iowa American Water, Davenport

137,201 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Low-Income**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Customers who have not broken similar agreements in the past 12 months are eligible to make these payment plans.

More Information

<http://www.amwater.com/iaaw/customer-service/low-income-program.html>

Program: **H2O Help to Others Program**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides supplemental funding to customers who have difficulty paying their bills in an emergency situation. Funded by voluntary customer donations and contributions. Administered by Community Action of Eastern Iowa.

Eligibility Information

- Any individual or family who is in danger of losing their primary source of water.
- Meets the "basic needs" criteria as set by Community Action Agency caseworkers.

More Information

<http://www.amwater.com/iaaw/customer-service/low-income-program.html>

Des Moines | Des Moines Water Works

232,464 population served



Program: **Project H2O**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Assists low-income households with payment of their water bills.

Eligibility Information

- Must contact Des Moines Community Action Agency to determine eligibility.

More Information

<http://www.dmww.com/customer-service/project-h20/>

Kansas

Johnson County | Johnson County Wastewater

400,000 population served



Program: **Utility Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Provides financial assistance to promote safety and avoid utility disconnection. Help may be provided for wastewater bills.

Eligibility Information

- Household income must meet program guidelines starting at \$23,540/year for 1 person per household to \$81,780/year for 8 persons per household.
- Have a past-due utility bill in the name of an adult household member.
- Payment history shows recent payment to the utility company.
- Have not received Johnson County Utility Assistance funds in the past year.
- Must contact Johnson County Human Services to determine eligibility.

More Information

<http://www.jocogov.org/departments-ads/utility-assistance>

<http://www.jocogov.org/sites/default/files/documents/HSA/Utility%20Assistance%20Program.pdf>

Johnson County | WaterOne

331,900 population served



Program: **Utility Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps individuals and families in temporary need of assistance in partnership with the Utility Assistance Program. Administered by Johnson County Human Services.

Eligibility Information

- Must contact Johnson County Human Services to determine eligibility.

More Information

<http://www.waterone.org/about-us/hidden-pages/homeserve>

Topeka | City of Topeka

128,188 population served



Program: **Public Works WaterShare Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Assists customers in need of help paying their city utility bills. Funded through donations to the Public Works WaterShare program. Administered by Doorstep, Let’s Help, and the Salvation Army.

Eligibility Information

- Must contact Doorstep, Let’s Help, or Salvation Army to determine eligibility.

More Information

<http://www.topeka.org/billhelp/>

Wichita | City of Wichita

384,445 population served



Program: **Help 2 Others Care Fund**

Type: **Temporary Assistance, Water Efficiency**

Households Targeted: **Emergency Relief**

Program Description

Offers one-time assistance to low-income customers or those experiencing a sudden emergency and are unable to pay their bill. Funded through voluntary customer donations to the Help 2 Others Care Fund. Administered by the Center of Hope, a local non-profit that provides emergency financial assistance to support individuals and families in Wichita. Recipients also receive information on ways to reduce water consumption.

Eligibility Information

- Must meet one of the following criteria:
 - Water service is shut off and the past due amount is greater than \$150.
 - Have a past due amount less than \$150 and service is in danger of being shut off.
 - Experiencing a sudden emergency and are unable to pay bill.
- Must contact the Center of Hope to determine eligibility.

More Information

<http://www.wichita.gov/Government/Departments/PWU/UtilitiesDocuments/H2O%20Care%20Fund.pdf>

Wyandotte County | Kansas City Board of Public Utilities

146,453 population served



Program: **Customer Hardship Payment Service Program**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Helps to offset a portion of utility expenses (up to \$500 annually) for specific hardship causes, including a health emergency, a change in employment or income status, a change in family composition or marital status, or unforeseen documented expenses. Developed in cooperation with the United Way of Wyandotte County.

Eligibility Information

- Must lack the funds to make payment for Board of Public Utilities (BPU) utility services due to a specific hardship cause, including a health emergency, a change in employment or income status, a change in family composition or marital status, or unforeseen documented expenses.
- Must have received 6 months of continuous BPU service.

More Information

<http://www.bpu.com/AboutBPU/MediaNewsReleases/HelpResidentsExperiencingFinancial.aspx>

Kentucky

Ashland | City of Ashland

112,640 population served



Program: **Senior Utility Discount**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Disabled Persons**

Program Description

Offers a discount on Ashland utility bills funded through customer donations by rounding up their utility bills to the nearest dollar.

Eligibility Information

- Income-qualified persons age 65 or older, or
- Qualified disabled persons age 60 or older.

More Information

<http://www.ashland.or.us/Page.asp?NavID=12383>

Lexington | Kentucky American Water

321,244 population served



Program: **H2O Help to Others Program**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Helps provide funding to customers who have difficulty paying their water bill. Administered by Dollar Energy.

Eligibility Information

- Must be a residential customer.
- Total gross household income must be at or below 150% of the federal poverty level.

More Information

<http://www.amwater.com/kyaw/customer-service/payment-assistance.html>

Program: **Bill Payment Assistance**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/kyaw/customer-service/payment-assistance.html>

Lexington | Lexington West Hickman

126,755 population served



Program: **Social Security/Disability Rate Adjustment**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Provides a 30% discount on billing amount or the amount of the rate for the first unit of usage, whichever is greater.

Eligibility Information

- At least 65 years of age or receiving social security disability benefits.
- Annual household income of \$25,000 or less adjusted annually in accordance with the Social Security Administration’s cost of living adjustment.

More Information

<http://www.lexingtonky.gov/index.aspx?page=669>

Louisville | Louisville Water Company

730,611 population served



Program: **The Louisville Water Foundation**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Assists customers who have difficulty paying their water and sewer bill. The Louisville Water Foundation partners with three organizations in Jefferson, Bullitt, and Oldham counties who work directly with customers needing assistance.

Eligibility Information

- Must contact Community Ministries, American Red Cross, or Multi-Purpose Community Action Agency to determine eligibility.

More Information

<http://www.louisvillewater.com/customers/frequently-asked-questions-about-paying-your-bill>

Program: **Payment Extension**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Provides a payment extension to pay the utility bill.

Eligibility Information

- Account must be past due, not greater than one billing cycle, and not scheduled for disconnection of service.
- Must contact the utility to determine eligibility.

More Information

<http://www.louisvillewater.com/customers/frequently-asked-questions-about-paying-your-bill>

Louisville and Jefferson County | Metropolitan Sewer District

105,800 population served



Program: **Senior Citizen Discounts**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Offers discounts to senior citizens.

Eligibility Information

- At least 65 years of age.
- Household gross income of \$35,000 or less per year.
- Served by Metropolitan Sewer District sewers.

More Information

<http://www.msdlouky.org/insidemsd/forman.htm>

Mayfield | Mayfield Electric & Water Systems

10,349 population served



Program: **Levelized Billing**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Enables customers to receive a monthly utility bill spread evenly over a 12-month period (all billed services will be included).

Eligibility Information

- Any residential customer who has lived at the location for at least 12 months.

More Information

<http://www.mayfieldews.com/index.php/customer-service/special-services/levelized-billing>

Louisiana

Lafayette | Lafayette Utilities Water System

141,726 population served



Program: **Budget Bill**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Allows customers to pay the same amount every month for services. The bill is calculated based on the average past 12-month usage.

Eligibility Information

- Must be a residential customer with a 12-month history at the current residence.
- Account must be current with no delinquent amounts due.

More Information

<http://www.lus.org/index.php/customer-service/budget-bill>

Maine

Portland | Portland Water District

210,000 population served



Program: **Low-Income Customer Assistance Program**

Type: **Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Provides financial assistance to take positive steps towards reducing water consumption to make water more affordable by replacing or installing plumbing fixtures and water saving devices with regard to the following: leaking or broken water pipes, toilets, hot water tank, kitchen faucets, bathtub faucets, shower heads, outside faucets, toilet dams, and low-flow devices. This program is in conjunction with The Opportunity Alliance.

Eligibility Information

- Own and occupy a year-round residence within the District service area.
- Annual household income equal to or below 80% of Area Median Income as defined by U.S. Department of Housing and Urban Development.
- Demonstrate a need for the program's service through a home audit provided by The Opportunity Alliance.

More Information

<https://www.pwd.org/terms-and-conditions>

Program: **Low-Income Customer Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a reduced monthly minimum to customers that qualify for heating assistance program (LIHEAP). This minimum only covers the cost of water.

Eligibility Information

- Own and occupy a year-round residence within the District service area.
- Annual household income equal to or below 80% of Area Median Income as defined by U.S. Department of Housing and Urban Development.
- Demonstrate a need for the program’s service through a home audit provided by The Opportunity Alliance.
- Must qualify for LIHEAP.

More Information

<https://www.pwd.org/rights-and-responsibilities>

Maryland

Baltimore | Baltimore City

1,600,000 population served



Program: **Low Income Water Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers assistance to those who have difficulty paying their water bill.

Eligibility Information

- Must be a city of Baltimore resident and be the utility account holder.
- Must receive water bill directly from the city.
- Must reside at the property on the account.
- Have received a delinquent, turn-off, or tax sale notice due to an outstanding balance.
- Do not currently have an existing payment plan with the Department of Finance.
- Household income must meet program guidelines starting at \$20,598/year for 1 person per household to \$56,998/year for 6 persons per household (\$7,820 for each additional person).

More Information

<http://publicworks.baltimorecity.gov/Bureaus/WaterWastewater/Water/LowIncomeWaterAssistanceProgram.aspx>

Program: **Low Income Senior Citizen Water Discount Program**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Provides a 39% discount on water, stormwater, and sewer rates charged on each quarterly bill.

Eligibility Information

- Must be a city of Baltimore resident receiving a water/sewer bill directly from the city.
- Principal resident must be at least 65 years of age.
- Must have a combined gross household income of \$25,000 or less.
- Must certify that he/she is the property owner-of-record with the Maryland Department of Assessments.

More Information

<http://publicworks.baltimorecity.gov/Bureaus/WaterWastewater/Water/SeniorCitizenWaterDiscountProgram.aspx>

Prince George’s and Montgomery County | Washington Suburban Sanitary Commission

1,800,000 population served



Program: **Water Fund**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps residential customers who are experiencing financial hardship pay their delinquent water and sewer bills by providing a maximum of \$300 in a 12-month period. Funded through donations of customers, community members, and Washington Suburban Sanitary Commission employees. Administered by the Salvation Army.

Eligibility Information

- Receive water/sewer bills in their name.
- Supply proof that income falls within the established threshold based on nationwide poverty figures for the number of occupants in a household, multiplied by 75%.
- Must contact Salvation Army to determine eligibility.

More Information

<https://www.wsscwater.com/customer-service/low-income-program.html>

Program: **Customer Assistance Program (CAP)**

Type: **Bill Discount**

Households Targeted: **Financial Hardship**

Program Description

Provides relief from the fixed portions of the quarterly bills, which includes the \$16 Account Maintenance Fee, the \$6 Infrastructure Investment Fee, and a \$15 Bay Restoration Fee charged by the state for a total quarterly savings of \$37 for the average household. Administered through a partnership with Maryland’s Office of Home Energy Programs (OHEP).

Eligibility Information

- Household income must meet program guidelines starting at \$20,598/year for 1 person per household to \$56,998/year for 6 persons per household (\$7,280 for each additional person).
- Must reapply each year.

More Information

<https://www.wsscwater.com/cap>

Program: **Bay Restoration Fee Financial Hardship Exemption**

Type: **Bill Discount**

Households Targeted: **Financial Hardship**

Program Description

Offers eligible customers exemption from paying the \$15 Bay Restoration Fee.

Eligibility Information

- Must be certified by the Office of Home Energy Programs or meet at least two of the following four criteria:
 - Received assistance from the WSSC Water Fund within the last 12 months.
 - Received public assistance or Supplemental Nutrition Assistance Program (food stamps).
 - Received Veteran’s Disability or Social Security Disability benefits.
 - Meet required income criteria based on current tax return.

More Information

<https://www.wsscwater.com/bayexempt>

Massachusetts

Boston | Boston Water and Sewer Commission

617,594 population served



Program: **Discounts for Senior Citizens and Disabled Persons**

Type: **Bill Discount**

Households Targeted: **Seniors, Disabled Persons**

Program Description

Provides a 30% discount on the water portion of the bill. Sewer and miscellaneous charges are not included within the discount.

Eligibility Information

- Homeowners 65 years of age, or fully disabled homeowners living in one- to four-family homes.
- Only owner-occupied residential properties are eligible for the discount.

More Information

http://www.bwsc.org/SERVICES/billing_assistance/discounts.asp

Program: **Payment Plan**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Offers the ability to create a payment plan.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

http://www.bwsc.org/SERVICES/billing_assistance/payment_plans.asp

Cambridge | Cambridge Water Department

105,162 population served



Program: **Senior Discount Program**

Type: **Bill Discount**

Households Targeted: **Seniors**

Program Description

Offers a 15% discount on water/sewer charges, not to exceed \$90/year.

Eligibility Information

- Be a resident of Cambridge.
- At least 65 years of age.
- Occupy one, two, or three-family home.

More Information

<https://www.cambridgema.gov/~media/Files/financedepartment/waterandsewerrates/May%202014%20Water%20Sewer%20Letter.pdf>

Lowell | Lowell Regional Water and Wastewater Utility

106,519 population served 

Program: **Elder Discount** Type: **Bill Discount**
 Households Targeted: **Seniors**

Program Description
 Offers a water and trash/refuse discount on the utility bill.

Eligibility Information

- At least 65 years of age.
- Owner of a single-family dwelling in Lowell, MA.

More Information
<http://www.lowellma.gov/dpw/water/Documents/ELDER%20DISCOUNT%20APPLICATION%202%20of%203.pdf>

Springfield | Springfield Water and Sewer Commission

234,105 population served 

Program: **Senior Discount** Type: **Bill Discount**
 Households Targeted: **Seniors**

Program Description
 Offers a \$2.50 discount per month on water bill.

Eligibility Information

- Homeowners at least 68 years of age in owner-occupied residential single-family homes.

More Information
<http://waterandsewer.org/customer-service/discounts-and-abatements/>

Program: **Discount for Disabled Homeowners** Type: **Bill Discount**
 Households Targeted: **Disabled Persons**

Program Description
 Offers a \$2.50 discount per month on water bill.

Eligibility Information

- Disabled homeowners in owner-occupied residential single-family homes.

More Information
<http://waterandsewer.org/customer-service/discounts-and-abatements/>

Program: **Discount for Blind Homeowners** Type: **Bill Discount**
 Households Targeted: **Disabled Persons (Blind)**

Program Description

Offers a \$2.50 discount per month on water bill.

Eligibility Information

- Legally blind homeowners in owner-occupied residential single-family homes.

More Information

<http://waterandsewer.org/customer-service/discounts-and-abatements/>

Worcester | Worcester Department of Public Works, Water, Sewer Operations

181,045 population served



Program: **Public Assistance** Type: **Bill Discount**
 Households Targeted: **Financial Hardship**

Program Description

Offers public assistance for water/sewer charges.

Eligibility Information

- Must contact the Worcester Assessor’s Office to determine eligibility.

More Information

<http://www.worcesterma.gov/e-services/faqs/water-sewer>

Michigan

Detroit | Detroit Water and Sewerage Department

899,387 population served



Program: **The Detroit Water Fund**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Pays up to 25% of a customer's monthly bill for up to 12 months. Customers must continue to pay the remaining portion of the bill each month to remain eligible. Administered by the United Way.

Eligibility Information

- Detroit residents.
- Paid 10% of balance and enrolled in 10/30/50 payment plan or are in good standing on an existing payment plan.
- Outstanding balance is between \$300 and \$2,000.
- Have not received a No Leak Letter in the past 30 days.
- House has a new meter installed, or customer has agreed to let the department install a new meter.
- Household incomes at or below 150% of the federal poverty guidelines.
- Automatically eligible if already enrolled in DTE Energy's Low-income Sufficiency Plan.

More Information

http://www.dwsd.org/downloads_n/announcements/general_announcements/DWSD_Water_Plan_Package.pdf

 Program: **Detroit Residential Water Assistance Program (DRWAP)**
Type: **Temporary Assistance,
Water Efficiency**Households Targeted: **Low-Income****Program Description**

Assists residents who have difficulty paying their bill. During a 12-month period, WRAP will provide a \$25 credit toward the monthly bill for 12 months (a total of \$300); freeze the past due amount (if behind on DWSD water and sewer payments) for 12 months upon successful adherence to the payment plan; apply up to \$700 toward past due amount after payments are made for 12 consecutive months per the agreement; conduct a water conservation audit if household water usage exceeds 20% of the average household water consumption in the city which may include up to \$1,000 in water conservation and minor home plumbing repairs; and offer an additional 12 months (no more than 24 months total per household) if customer remains eligible that will include the \$25 monthly bill credit and financial assistance toward arrears up to \$700 (if continue to have an outstanding past due balance). The WRAP is part of the agreement which created the Great Lakes Water Authority that earmarks 0.5% of the budgeted operating revenue annually toward a financial assistance program for the region for the next 40 years, beginning in 2016. The WRAP was designed in large part by the Blue Ribbon Panel on Affordability which was commissioned by Detroit City Council in July 2015. The Blue Ribbon Panel on Affordability included public water utility experts from New Orleans and the Midwest and local community leaders.

Eligibility Information

- Residential water customers who are at or below 150% of the federal poverty level (for example, a maximum annual income of \$17,805 for 1 person per household or \$36,450 annual household income for 4 persons per household).
- Residential customers must reside in single-family home.
- Install a new automatic meter reading device or allow DWSD to install a new meter.
- Either be the homeowner or provide renter's proof of responsibility for water on lease.
- Stay current on monthly bill payment.

More Information

http://www.needhelpayingbills.com/html/detroit_water_bill_assistance.html

 Program: **10/30/50 Payment Plan**
Type: **Flexible Terms**Households Targeted: **All Residential Customers****Program Description**

Provides ability for customers to set up payment plans who have past due balances and/or are delinquent on their accounts. Program has no income restrictions and allows payments to be spread during a 24-month period with as little as a 10% down payment on the past due amount.

Eligibility Information

- Detroit residents who have responsibility for the household's water and sewer bill.
- Must contact the utility to determine eligibility.

More Information

<http://detroitmi.gov/How-Do-I/Find-Community-Services/Keep-the-Water-On>

Grand Rapids | City of Grand Rapids

256,275 population served



Program: **ICB Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Provides funds for customers requiring assistance in paying their water and sewer bills. Each year up to 12.5% of the penalty fees paid by water and sewer customers during the prior year will be set aside to support this program.

Eligibility Information

- Applicant must be a Grand Rapids Water System/Sewer System customer.
- Household income at or below 200% of the federal poverty guidelines.
- Must be the property owner and the principle resident of the property, or the legal tenant of the property with water sewer payment responsibility.
- Account must be in shut-off status and/or service must be off.

More Information

<http://grcity.us/enterprise-services/Water-System/Pages/Payment-Assistance-Program.aspx>

Lansing | Lansing Board of Water & Light

142,000 population served



Program: **Payment Plan**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Supports customers having difficulty paying their bills by developing a payment plan.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.lbwl.com/Residential/Account-Info/Past-Due-Bills/>

Sterling Heights | City of Sterling Heights

127,000 population served



Program: **(information not found)**

Type: **Bill Discount**

Households Targeted: **All Residential Customers**

Program Description

Offers single-family residential customers a 25% discount, up to \$26, during the months of September, October, and November for water and sewer service. Offers all other customers who have both water and sewer service a 25% discount, up to \$8.67, during the months of July, August, and September.

Eligibility Information

- Must receive water and sewer services from the city.

More Information

<http://www.sterling-heights.net/374/Billing-Rates-Fees>

Minnesota

Marshall | Marshall Municipal Utilities

13,680 population served



Program: **Budget Billing Plan**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Offers customers the ability to make uniform monthly payments throughout the year based on the consumption history of the account for the preceding 12 months.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.marshallutilities.com/custservice/billinginfo.php#paymentmethods>

Program: **Payment Plans**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Provides partial payments and/or delaying payment to customers having difficulty paying their bills.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.marshallutilities.com/custservice/billinginfo.php#paymentmethods>

Minneapolis | City of Minneapolis

390,131 population served



Program: **Stormwater Credit Program**

Type: **Bill Discount**

Households Targeted: **All Residential Customers**

Program Description

Offers customers a way to reduce their monthly stormwater utility fee by putting in place stormwater practices or tools that manage their property’s stormwater quality or quantity.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

http://www.minneapolismn.gov/publicworks/stormwater/fee/stormwater_fee_stormwater_mngmnt_feecredits

Saint Paul | Saint Paul Regional Water Services

415,724 population served



Program: **WaterWorks**

Type: **Temporary Assistance**

Households Targeted: **Low-Income, Financial Hardship**

Program Description

Provides assistance to low-income families having difficulty paying their water and sewer bills. The program was initiated by Saint Paul Regional Water Services (SPRWS) and administered jointly by SPRWS and Community Action Partnership of Ramsey & Washington Counties.

Eligibility Information

- Must be in a financial crisis.
- Must qualify under low-income guidelines established by the Minnesota Department of Commerce.
- Must have had water service terminated or be in danger of termination.

More Information

<https://www.stpaul.gov/departments/water-services/waterworks>

Missouri

Columbia | Columbia Water and Light

100,733 population served



Program: **C.A.S.H. (Citizens Assisting Seniors and Handicapped)**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief, Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Assists low-income seniors and low-income disabled customers in paying utility bills in one-time emergency situations.

Eligibility Information

- Low-income seniors, or low-income disabled citizens.
- Must contact the utility to determine eligibility.

More Information

<http://www.gocolumbiamo.com/Finance/Utilities/cash-help.php>

Hannibal | Hannibal Board of Public Works

17,456 population served



Program: **Project Share and Care**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides assistance to customers having difficulty paying utility bill. Funded through voluntary customer donations by rounding up bills. Administered by Douglas Community Services.

Eligibility Information

- Only eligible for assistance one time per year.
- Must contact the Douglas Community Services to determine eligibility.

More Information

<http://www.hannibalbpw.org/customer-service/project-share-care/>

Independence | Independence Missouri Water Department

125,000 population served



Program: **Sanitary Sewer Discount**

Type: **Bill Discount**

Households Targeted: **Seniors**

Program Description

Offers \$1 discount to qualified persons who receive social security or similar retirement benefits.

Eligibility Information

- Water use must be between 100 and 400 cubic feet per month during winter months.
- Must provide proof that you receive social security or similar retirement benefits at age 62 or over.
- Must contact the utility to determine eligibility.

More Information

<http://www.ci.independence.mo.us/Water/PmtAssist>

Kansas City | Kansas City Water Services

459,787 population served



Program: **Needs-Based Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Offers financial assistance to customers in need.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.kcwaterservices.org/customer-service/>

Moberly | Moberly Water Department

13,741 population served



Program: **Water/Sewer Discount Program**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Offers a 25% discount (maximum \$10) from monthly water/sewer bill for one year.

Eligibility Information

- Water/sewer bill must be in applicant's name or spouse's name.
- At least 65 years of age or permanently and totally disabled.
- Meet current income guidelines adopted by the city of Moberly.
- Must reapply annually to continue receiving discount.

More Information

<http://cityofmoberly.com/government-2/public-utilities/water-billing-collections/>

Rolla | Rolla Municipal Utilities

19,559 population served

Program: **Helping Hand**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides assistance for Rolla residents who have difficulty paying their utility bills. Funded through voluntary customer donations. Administered by GRACE (Greater Rolla Area Charitable Enterprises).

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.rollamunicipalutilities.org/customer-service/helping-hand/>

St. Louis | Metropolitan St. Louis Sewer District

547,506 population served

Program: **Customer Assistance Program**Type: **Bill Discount**Households Targeted: **Low-Income, Low-Income Seniors, Low-Income Disabled Persons****Program Description**

Provides a 50% sewer rate reduction to qualified low-income, senior, and disabled customers.

Eligibility Information

- Must meet one of the following criteria:
 - Annual income for the previous year must be less than 200% of the most recent U.S. Department of Health and Human Services (HHS) poverty guidelines starting at \$23,540 for 1 person per household to \$81,780 for 8 persons per household (\$8,320 for each additional person), or
 - Disabled citizens and seniors must earn less than 250% of the most recent HHS poverty guidelines starting at \$29,425 for 1 person per household to \$102,225 for 8 persons per household (\$10,400 for each additional person).
- A customer must also:
 - Have liquid assets and real estate valued at less than \$10,000, excluding their residence and automobiles. (Homeowners who are at least 62 years of age or disabled individuals are not subject to the liquid asset guideline.)
 - Own and/or reside as a tenant in the property that receives the rate reduction.
 - Own or live in a single-family residence or multi-unit property up to six units.

More Information

<http://www.stlmsd.com/customer-service/rate-information/qualifying-assistance>

St. Louis and St. Charles County | Missouri American Water

1,100,000 population served



Program: **H2O Help to Others**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides supplemental funding to customers who have difficulty paying their bills. Funded by contributions from Missouri American Water and voluntary contributions from customers. Administered by created by Missouri American Water and Missouri’s Community Action Agencies.

Eligibility Information

- Must contact Community Action Agencies’ caseworkers to determine eligibility.

More Information

<http://www.amwater.com/moaw/customer-service/low-income-program.html>

Nebraska

Fremont | City of Fremont

25,000 population served



Program: **Care & Share**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides assistance for customer’s emergency payment of delinquent utility bills. Administered in cooperation with the Salvation Army.

Eligibility Information

- Customer of Fremont Department of Utilities service area.
- Have a delinquent residential utility bill and be subject to termination.
- Unable to qualify under other government assistance programs.

More Information

<http://www.fremontne.gov/DocumentCenter/Home/View/737>

Omaha | Metropolitan Utilities District

207,026 population served



Program: **Sewer Rate Assistance**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides sewer rate assistance to eligible customers.

Eligibility Information

- Must qualify for Nebraska’s Low-Income Home Energy Assistance Program (LIHEAP).

More Information

<http://www.mudomaha.com/faqs/there-assistance-available-paying-sewer-fees>

Program: **United Way of the Midlands 2-1-1**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Refers customer to social service agencies which help with utility bills in emergencies. Administered by the United Way.

Eligibility Information

- Contact United Way to determine eligibility.

More Information

<http://www.mudomaha.com/customer-service/about-my-bill>

Program: **Budget Plan**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Offers customers the ability to have gas and water bills remain the same every month. Household’s annual charges are spread evenly over 12 months. At the end of the budget year a credit or debit balance automatically is factored into the next 12-month cycle.

Eligibility Information

- Must have an account balance of zero.

More Information

<http://www.mudomaha.com/customer-service/about-my-bill>

Nevada

Clark County | Clark County Water Reclamation District

950,000 population served 

Program: **Payment Plan** Type: **Flexible Terms**
 Households Targeted: **Low-Income**

Program Description
 Offers customers the ability to set up quarterly or monthly payment plans.

Eligibility Information

- Household income for the previous calendar year does not exceed the federal poverty guidelines for the current year.

More Information
<http://www.cleanwaterteam.com/home.html>

Henderson | City of Henderson

275,000 population served 

Program: **Disability Discount** Type: **Bill Discount**
 Households Targeted: **Disabled Persons**

Program Description
 Waives the monthly water and sewer basic service charge.

Eligibility Information

- Permanently disabled.
- Primary residence must be in Henderson, Nevada.
- Be the responsible party on utility bill.

More Information
<http://www.cityofhenderson.com/utility-services/customer-care-center/utility-bill-discounts>

Program: **Senior Citizen Discount** Type: **Bill Discount**
 Households Targeted: **Seniors**

Program Description
 Waives the monthly water and sewer basic service charge. Qualification guidelines are determined by the State of Nevada Division of Welfare and Supportive Services.

Eligibility Information

- Must be a resident of Henderson.
- Must be the responsible party on the utility bill.
- At least 62 years of age.
- Enrolled in the Nevada Energy Assistance Program.

More Information
<http://www.cityofhenderson.com/utility-services/customer-care-center/utility-bill-discounts>

Las Vegas | Las Vegas Valley Water District

1,347,550 population served



Program: **(information not found)**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps customers who have difficulty paying their bill.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

http://www.lvvwd.com/custserv/billing_trouble.html

Reno | City of Reno

300,000 population served



Program: **Sewer Rebate Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides financial assistance to customers with fixed incomes who meet certain eligibility criteria.

Eligibility Information

- A city of Reno resident and a property owner or renter.
- Receiving benefits from one of the following programs: The Nevada State Welfare Division Low Income Home Energy Assistance Program (LIHEA); Social Security Income (SSD) due to a disability; Supplemental Social Security Income (SSSI); Veterans Administration Disability (VA) benefits due to a disability you may also be eligible for a sewer rebate from the City of Reno. Customers will need to provide the annual letter of determination of benefits showing SSD, SSSI or VA disability.

More Information

<http://www.reno.gov/government/departments/finance/sewer-service/sewer-rebate-program>

New Jersey

Liberty | New Jersey American Water, Liberty

609,305 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Program: **H2O Help to Others**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides grants of up to \$500 to help pay water bills. Customers may also receive a 100% discount on their monthly fixed service charge for water. Administered by NJShares.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,962/month for 1 person per household to \$6,815/month for 8 persons per household (\$693 for each additional member).
- Must fulfill at least 50% of the payment terms.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Ocean City | New Jersey American Water, Ocean City

127,000 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Program: **H2O Help to Others**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides grants of up to \$500 to help pay water bills. Customers may also receive a 100% discount on their monthly fixed service charge for water. Administered by NJShares.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,962/month for 1 person per household to \$6,815/month for 8 persons per household (\$693 for each additional member).
- Must fulfill at least 50% of the payment terms.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Raritan | New Jersey American Water, Raritan

609,305 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Program: **H2O Help to Others**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides grants of up to \$500 to help pay water bills. Customers may also receive a 100% discount on their monthly fixed service charge for water. Administered by NJShares.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,962/month for 1 person per household to \$6,815/month for 8 persons per household (\$693 for each additional member).
- Must fulfill at least 50% of the payment terms.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Short Hills | New Jersey American Water, Short Hills

217,230 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Program: **H2O Help to Others**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides grants of up to \$500 to help pay water bills. Customers may also receive a 100% discount on their monthly fixed service charge for water. Administered by NJShares.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,962/month for 1 person per household to \$6,815/month for 8 persons per household (\$693 for each additional member).
- Must fulfill at least 50% of the payment terms.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Voorhees | New Jersey American Water, Coastal North

352,000 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Program: **H2O Help to Others**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides grants of up to \$500 to help pay water bills. Customers may also receive a 100% discount on their monthly fixed service charge for water. Administered by NJShares.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,962/month for 1 person per household to \$6,815/month for 8 persons per household (\$693 for each additional member).
- Must fulfill at least 50% of the payment terms.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Western | New Jersey American Water, Western

253,045 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

Program: **H2O Help to Others**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides grants of up to \$500 to help pay water bills. Customers may also receive a 100% discount on their monthly fixed service charge for water. Administered by NJShares.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,962/month for 1 person per household to \$6,815/month for 8 persons per household (\$693 for each additional member).
- Must fulfill at least 50% of the payment terms.

More Information

<http://www.amwater.com/njaw/customer-service/low-income-program.html>

New Mexico

Albuquerque | Albuquerque Water Utility Authority

601,983 population served



Program: **Low-Income Water Credit**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Assists customers having difficulty paying their water and sewer bills. Administered by The Storehouse.

Eligibility Information

- Household income must meet program guidelines starting at \$15,654/year for 1 person per household to \$54,384/year for 8 persons per household (\$3,792 for each additional member).
- Be current on water bill.

More Information

<http://thestorehouseabq.org/outside-resources/>

Program: **Budget Payment Plan**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Evenly distributes the cost of water, sewer, and refuse services over 12 months. The monthly budget payment amount is based on the average consumption for the preceding 12 months. If at the end of the 12-month period the customer paid less than the actual 12-month charges, the amount underpaid will be added to the estimated cost of the service for the following year's Budget Payment Plan.

Eligibility Information

- Residential property owners with a 12-month billing history and consistent on-time payments are eligible to apply.

More Information

http://www.abcwua.org/Budget_Payment_Plans.aspx

New York

Buffalo | Buffalo Water Authority

276,000 population served 

Program: **Low Income Seniors** Type: **Bill Discount**
 Households Targeted: **Low-Income Seniors**

Program Description
 Provides a sliding scale exemption (between 5%-50%) for low-income seniors. Owners receiving this exemption are automatically qualified for Enhanced STAR exemption provided by Real Property Tax Law 425.

Eligibility Information

- At least 65 years of age (Exception: husband and wife, siblings: one must be 65 or older).
- Home must be primary residence of all owner(s) with at least 12 consecutive months of ownership.
- Annual household income less than \$37,399.

More Information
<http://www.buffalowater.org/CustomerService/LowIncomeSeniors>

Lynbrook | New York American Water, Lynbrook

230,000 population served 

Program: **Payment Arrangements** Type: **Flexible Terms**
 Households Targeted: **Financial Hardship**

Program Description
 Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.
- Must pay at least 20% of the bill within 48 hours of the call.
- Must pay the rest of the bill, including any applicable late payment charges according to an agreed upon schedule (not to exceed 6 months).
- Must pay all future bills as they become due.

More Information
<http://www.amwater.com/nyaw/Customer-Service/Billing-&Payment-Information/>

Merrick | New York American Water, Merrick

177,000 population served

Program: **Payment Arrangements**Type: **Flexible Terms**Households Targeted: **Financial Hardship****Program Description**

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.
- Must pay at least 20% of the bill within 48 hours of the call.
- Must pay the rest of the bill, including any applicable late payment charges according to an agreed upon schedule (not to exceed 6 months).
- Must pay all future bills as they become due.

More Information

<http://www.amwater.com/nyaw/Customer-Service/Billing-&Payment-Information/>

New York City | New York City Department of Environmental Protection

8,271,000 population served

Program: **Water Debt Assistance Program**Type: **Temporary Assistance**Households Targeted: **Multi-Family Homeowners****Program Description**

Provides immediate and temporary relief from water and sewer debt for multifamily homeowners on the current year 90-day lien sale list.

Eligibility Information

- Multifamily homeowners.
- Properties must have more than \$2,000 in overdue water and sewer bills outstanding for at least a year.
- Must have received either a “2015 Lien Sale Warning” letter or been placed on the 2015 90-day lien sale list.
- Property is owner-occupied and a Tax Class One property.
- Not already enrolled in the Water Debt Assistance Program.
- Received formal notifications of serious delinquency from their mortgage lender.
- Must acknowledge the existing water and sewer debt as valid.
- All future bills must be paid in full or the property will be included in a subsequent lien sale.
- Owner must enter a binding agreement that the water and sewer debt will be paid in full on or before the property is sold, transferred, or refinanced.
- Owner must be deemed as qualified through a means-test, which will evaluate the owner’s full financial picture to determine their ability to pay the debt.

More Information

http://www.nyc.gov/html/dep/html/customer_assistance/water_debt_assistance_program_multi.shtml

Program: **Home Water Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Makes water and sewer bills more affordable for low-income homeowners by providing a one-time non-refundable credit of \$115.89. Administered in partnership with the NYC Human Resources Administration and the Department of Finance.

Eligibility Information

- Property is a one, two, three, or four family home.
- Those who receive a Senior Citizens Homeowners Exemption, or a Disabled Homeowners Exemption for property taxes.
- Received a Home Energy Assistance Program Regular Heating Benefit for the 2014-2015 heating season.

More Information

http://www.nyc.gov/html/dep/html/customer_assistance/customer_assistance_programs.shtml

Program: **Free Home Water Conservation Kits**

Type: **Water Efficiency**

Households Targeted: **All Residential Customers**

Program Description

Offers free water-saving kits containing retrofit fittings such as low-flow showerheads, faucet aerators, and gravity tank toilet water-saving devices that can reduce water consumption and associated energy costs.

Eligibility Information

- New York City resident with valid New York City residential property address.

More Information

<http://www.nyc.gov/html/dep/pdf/bcs/home-water-conservation-kit-app.pdf>

Western Nassau County | Water Authority of Western Nassau

120,000 population served



Program: **Elderly, Blind, or Disabled Program**

Type: **Flexible Terms**

Households Targeted: **Seniors, Disabled Persons**

Program Description

Helps customer arrange a deferred payment plan or apply for aid from a social service agency, if necessary.

Eligibility Information

- At least 62 years of age, blind, or disabled.
- Everyone living with applicant must be at least 62 years of age or older, blind or disabled, or be age 18 or younger.

More Information

http://www.wawnc.org/cm/index.php?option=com_content&task=view&id=63&Itemid=68

Program: **Medical Emergency**

Type: **Flexible Terms**

Households Targeted: **Emergency Relief**

Program Description

Assists customers in contacting the local social service agency and/or arranges a deferred payment plan if the occupant may suffer a serious impairment to health or safety as a result of discontinuance of water service during the cold weather season (November 1 to April 15).

Eligibility Information

- Must meet one of the following conditions:
 - Suffer from a serious illness.
 - Suffer from a chronic medical condition.
 - Require uninterrupted water service for life support equipment.

More Information

http://www.wawnc.org/cm/index.php?option=com_content&task=view&id=63&Itemid=69

North Carolina

Charlotte-Mecklenburg | Charlotte Water

796,209 population served



Program: **Bill Forgiveness and Payment Plans**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers fee adjustments and payment plans when customers become delinquent.

Eligibility Information

- Must be a Charlotte resident with delinquent heating or water bills.

More Information

<http://charmeck.org/city/charlotte/nbs/housing/Pages/EmergencyUtilityAssistance.aspx>

Orange County | Orange Water and Sewer Authority

83,000 population served



Program: **Care to Share**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps families having difficulty paying their water and sewer bill. Funded by voluntary donations. Administered by the Inter-Faith Council Social Service.

Eligibility Information

- Low- to moderate-income customers.
- Must contact Inter-Faith Council for Social Service to determine eligibility.

More Information

<https://www.owasa.org/taste-of-hope>

Program: **Payment Extensions** Type: **Flexible Terms**
 Households Targeted: **Financial Hardship**

Program Description

Offers the ability to create a payment plan.

Eligibility Information

- Must be a customer of Orange Water and Sewer Authority.
- Must be in need of bill payment assistance.

More Information

<https://www.owasa.org/need-help-paying-your-bill>

Program: **Water Efficiency** Type: **Water Efficiency**
 Households Targeted: **Financial Hardship**

Program Description

Works with local social service and affordable housing agencies to better inform customers of ways they can lower their Orange Water and Sewer Authority bills by reducing water use. The Inter-Faith Council for Social Service, Orange County Department of Social Services, and other agencies can educate customers about how water conservation helps affordability.

Eligibility Information

- Must be a customer of Orange Water and Sewer Authority.
- Must be in need of bill payment assistance.

More Information

<http://www.owasa.org/service-affordability>

Ohio

Ashland | Ashland Ohio Water Billing Department

21,249 population served 

Program: **Senior Discount** Type: **Bill Discount**
 Households Targeted: **Low-Income Seniors**

Program Description

Provides a 50% discount of the total bill.

Eligibility Information

- At least 65 years of age.
- Total annual income of \$12,000 or less.

More Information

<http://www.ashland-ohio.com/city-utilities/billing>

Canton | City of Canton**186,357 population served**Program: **Homestead Exemption Discount**Type: **Bill Discount**Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons****Program Description**

Provides a 10% discount on city sewer service and a 50% discount on city sanitation service.

Eligibility Information

- At least 65 years of age, or be permanently and totally disabled.
- Total income must not exceed \$30,500.
- Applicant must own and occupy the home as principal place of residence, effective January 1 of the filing year.
- Home must be inside city limits.

More Information<https://cantonohio.gov/wrf/>**Cleveland | Cleveland Division of Water****1,262,955 population served**Program: **The Homestead Discount Program**Type: **Bill Discount**Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons****Program Description**

Provides a lower fixed charge and consumption rate on water bill.

Eligibility Information

- At least 65 years of age, or totally and permanently disabled.
- Own and live at the property.
- Income less than \$32,500.

More Information<http://www.clevelandwater.com/customer-service/water-rates/discount-programs>Program: **The Affordability Program**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Offers a 40% discount on all standard water charges. This includes both the quarterly fixed cost recovery charge and the consumption charge. Customers enrolled in this program are automatically enrolled in Northeast Ohio Regional Sewer District's affordability program (wastewater). Administered by the Cleveland Housing Network.

Eligibility Information

- Must own and live at the service address.
- Household income must meet program guidelines starting at \$23,340/year for 1 person per household to \$55,820 for 5 persons per household (\$8,120 for each additional member).
- Contact the Cleveland Housing Network for more information.

More Information<http://www.clevelandwater.com/customer-service/water-rates/discount-programs>

Cleveland | Northeast Ohio Regional Sewer District

993,251 population served

Program: **Homestead Rate Program**Type: **Bill Discount**Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons****Program Description**

Offers a rate discount of 40% on wastewater charges to the elderly or disabled.

Eligibility Information

- At least 65 years of age, or anyone under 65 who is totally disabled.
- Household income must not exceed \$32,000.
- Customers must own the property in which they live.
- Property must be within the Sewer District's service area.

More Information<http://www.neorsd.org/save.php>Program: **Wastewater Affordability Program**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Offers a rate reduction of 40% on sewer charges. Customers enrolled in this program are automatically enrolled in Cleveland Division of Water's affordability program (drinking water).

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$23,540/year for 1 person per household to \$56,820/year for 5 persons per household (\$8,320 for each additional member).

More Information<http://www.chnnet.com/media/documents/wap-application.pdf>Program: **Sewer Crisis Assistance Program**Type: **Temporary Assistance**Households Targeted: **Financial Hardship****Program Description**

Offers credit of 50% of the outstanding sewer balance (up to \$300) to customers once in a 12-month period. Administered by the Cleveland Housing Network.

Eligibility Information

- Must have experienced an emergency in the past 6 months such as major medical expenses not covered by any other source (e.g., job loss, separation/divorce, or death of a household member).
- Has not received assistance within the last 12 months.
- Contact the Cleveland Housing Network for more information.

More Information<http://www.neorsd.org/save.php>

Columbus | City of Columbus Department of Public Utilities

1,051,995 population served

Program: **Senior Citizen Discount Program**Type: **Bill Discount**Households Targeted: **Low-Income Seniors****Program Description**

Provides a discount on water service charges for eligible senior citizens.

Eligibility Information

- At least 60 years of age.
- Have an active city of Columbus water account in applicant's name (or spouse's).
- Live in a single-family home with one water meter.
- Household income must be less than 150% of the federal poverty guidelines starting at \$18,474/year for 1 person per household to \$68,652/year for 9 persons per household.

More Information<https://columbus.gov/UtilityDiscounts/>Program: **Low Income Water and Sewer Discount Program, Single-Family Property**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Provides a 20% discount on water and sewer consumption charges.

Eligibility Information

- Household income must be less than 150% of the federal poverty guidelines starting at \$18,474/year for 1 person per household to \$68,652/year for 9 persons per household.
- Applicant must be currently enrolled in one of the following low income programs: Supplemental Nutrition Assistance Program (food stamps), Ohio Medicaid, Low Income Energy Assistance, Home Energy Assistance (HEAP), Ohio Works First, or public housing benefits.

More Information<https://columbus.gov/UtilityDiscounts/>Program: **Low Income Water and Sewer Discount, Multi-Unit/Master Metered Properties**Type: **Bill Discount**Households Targeted: **Low-Income Multi-Unit/Master Metered Property****Program Description**

Offers a 20% discount on water and sewer commodity charges.

Eligibility Information

- Property owner or agent bills tenants/renters for water and sewer services (i.e., lease states tenant pays for water/sewer services).
- At least 80% of the units have a household income less than 150% of the federal poverty guidelines starting at \$18,474/year for 1 person per household to \$68,652/year for 9 persons per household, or are currently enrolled in one of the following low-income programs: Supplemental Nutrition Assistance Program (food stamps), Ohio Medicaid, Low Income Energy Assistance, Home Energy Assistance (HEAP), Ohio Works First, Social Security Disability, Subsidized or public housing benefits, or other similar program approved by the Director of Public Utilities.

More Information<https://columbus.gov/UtilityDiscounts/>

Dayton | City of Dayton Department of Water

141,527 population served



Program: **Payment Plan**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers the ability to create a payment plan.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.daytonwater.org/index.php?page=payment-information>

Montgomery County | Montgomery County Water Services

164,307 population served



Program: **Designated Senior Citizen Program**

Type: **Flexible Terms**

Households Targeted: **Seniors**

Program Description

Provides a customized payment period to correspond to the date of pension check issuance.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

http://www.mcoho.org/departments/water_services/faqs.php

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Payment arrangements may be available if have not had a history of returned checks, previously defaulted on arrangements, have not had a discharged bankruptcy, or had water service terminated for nonpayment. Arrangements are finalized in the utility office when an initial payment is made and future payment dates are scheduled. Property owners must approve tenant's payment plan.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

http://www.mcoho.org/departments/water_services/faqs.php

Toledo | Toledo Department of Public Utilities

360,000 population served



Program: **Senior Water Discount Program**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Offers a 25% discount regardless of income level. Residents who already receive the 25% discount on the water volume portion of their bills may qualify for an additional 15% discount based on income and household size.

Eligibility Information

- At least 65 years of age, or totally disabled, regardless of income.
- Must be the primary single-family, owner-occupied residence.
- To receive an additional discount, must meet U.S. Department of Health and Human Services income guidelines starting at \$11,670/year for 1 person per household to \$40,090/year for 8 persons per household.

More Information

<http://toledo.oh.gov/media/169044/senior-water-discount-program-faq.pdf>

Program: **Voluntary Monthly Budget Plan**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Offers customer the ability to pay smaller, more frequent payments rather than paying a larger quarterly sum.

Eligibility Information

- Must contact the utility to set up plan.

More Information

<http://toledo.oh.gov/media/66634/vmbp2.pdf>

Oklahoma

Muskogee | Muskogee City Water Department

38,310 population served



Program: **Reduced Rate Program**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Offers reduced rates for eligible senior or disabled customers.

Eligibility Information

- Age 62 or older or those who are 100% disabled.
- Monthly income can not exceed \$1,000/month for 1 person or \$1,200/month per married couple.

More Information

http://www.muskogeeonline.org/departments/city_clerk/water_services/reduced_rate_program.php

Program: **Payment Plan**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers the ability to set a payment plan before the scheduled cut-off date. Accounts are allowed two pay plans per year with a 4-month interval between plans.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

http://www.muskogeeonline.org/departments/city_clerk/water_services/policies_and_procedures.php

Norman | City of Norman

65,880 population served



Program: **Low Income Rate**

Type: **Lifeline Rate**

Households Targeted: **Low-Income**

Program Description

Offers a \$3.00 reduction in the base fee for water, a \$1.85 reduction in the rate for 1,000 - 5,000 gallons, and a \$2.50 discount on the sewer maintenance fee.

Eligibility Information

- Annual income must meet federal poverty guidelines.

More Information

<http://www.normanok.gov/finance/utility-service-rates>

Oklahoma City | City of Oklahoma City

598,000 population served



Program: **H2O Program**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Helps customers having difficulty paying their water bill. Funded by voluntary customer donations, either rounding up their utility bill or contributing another amount.

Eligibility Information

- Must contact Salvation Army to determine eligibility.

More Information

<http://www.okc.gov/water/service/forms/waterfaq.aspx>

Oregon

Astoria | Astoria Public Works Department

9,516 population served



Program: **Utility Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides financial assistance for customers having difficulty paying their current water/sewer bill.

Eligibility Information

- Household income must meet program guidelines starting at \$1,792/month for 1 person per household to \$4,549/month for 6 or more persons per household.

More Information

http://www.astoria.or.us/Assets/dept_1/pm/pdf/uap%20customer%20information-updated%20june%202015.pdf

Beaverton, Hillsboro, Tigard, Unincorporated Washington County | Tualatin Valley Water District

217,000 population served



Program: **Customer Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides emergency assistance for customers experiencing a temporary financial setback that limits ability to pay their bill. Funded by voluntary customer donations, either rounding up their utility bill or contributing another amount. Administered in partnership with Care to Share.

Eligibility Information

- Must have at least 6 months of water service history.
- Have not received assistance from the water district within the past year.
- Must have received an "urgent" water bill notice with a shut off date.
- Must contact Care to Share to determine additional eligibility criteria.

More Information

<https://www.tvwd.org/customer-services/customer-emergency-assistance-program.aspx>

Clackamas County | Water Environment Services**134,591 population served**Program: **Low Income Customer Discount**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Offers a reduction of 50% off the sanitary sewer portion of the monthly Sanitary Sewer and Surface Water bill. Low-income discounts are not applicable to Surface Water charges.

Eligibility Information

- Maximum gross annual income for 2015 is \$21,774.50 for 1 person per household and \$29,470.50 combined maximum gross income for all persons residing in the residence.
- Service to the property for which reduction is sought must be the principal residence of the person billed for service.
- Must have a current, paid account.

More Information

<http://www.clackamas.us/wes/documents/lowincomeform.pdf>

Eugene | Eugene Water & Electric Board**178,100 population served**Program: **Budget Billing**Type: **Flexible Terms**Households Targeted: **All Residential Customers****Program Description**

Enables customers to receive a monthly utility bill spread evenly over a 12-month period. Previous 12 months are averaged to determine monthly payment.

Eligibility Information

- Must have at least 12 months of billing history at the address associated with the account.

More Information

<http://www.eweb.org/billing/budget>

Program: **Customer Care**Type: **Temporary Assistance**Households Targeted: **Low-Income****Program Description**

Provides financial aid for qualifying limited-income customers. Customers may be eligible to receive up to \$200 in bill assistance per year, which is credited directly to their account. Funded primarily through general revenues; also through voluntary customer contributions. Administered under a contract with the Lane County Human Services Division.

Eligibility Information

- Household income must meet program guidelines starting at \$21,933 for 1 person per household to \$63,266 for 12 persons per household (\$1,265 for each additional member).

More Information

<http://www.eweb.org/assistance/guidelines>

Program: **Job Loss Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides up to \$200 in bill payment assistance for jobless customers who are receiving unemployment compensation.

Eligibility Information

- Must be currently receiving unemployment insurance payments.
- Have not received Customer Care assistance since October 1, 2015.

More Information

<http://www.eweb.org/public/documents/jobLossEligibility.pdf>

Program: **Military Assistance**

Type: **Bill Discount**

Households Targeted: **Active Military**

Program Description

Provides access for military personnel who are called to active duty into one of the special programs offered at Eugene Water & Electric Board (Customer Care or Customer Care Plus).

Eligibility Information

- A wage-earning member of the household must be on active duty, or have been on active duty within the past 24 months.

More Information

<http://www.eweb.org/assistance>

Gresham | City of Gresham

117,538 population served



Program: **Utility Customer Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides limited emergency funds to pay the utility bill for a customer experiencing financial hardship. Funded from contributions from residents, businesses, and employees.

Eligibility Information

- Customer with a Gresham utility billing account.
- Single-family residence.
- Monthly income at or below 150% of the federal poverty guidelines.
- Extenuating circumstances that, using best judgment, warrant granting an exception and approving financial assistance.

More Information

<http://www.greshamoregon.gov/city/city-departments/finance-and-management/utilities/template.aspx?id=7108>

Program: **Stormwater Fee Discount** Type: **Bill Discount**
 Households Targeted: **Low-Income**

Program Description

Offers a 27% maximum reduction of the stormwater user charge portion of the water/sewer/stormwater bill.

Eligibility Information

- Must be a single-family residential house or duplex.

More Information

<http://www.greshamoregon.gov/city/city-departments/finance-and-management/utilities/template.aspx?id=7108>

Hillsboro | Clean Water Services

342,641 population served



Program: **Payment Plan** Type: **Flexible Terms**
 Households Targeted: **Financial Hardship**

Program Description

Offers the ability to create a payment plan.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.cleanwaterservices.org/for-residents/utility-billing/billing-faqs/>

Medford | City of Medford

135,520 population served



Program: **Annual Payment Discount** Type: **Bill Discount, Flexible Terms**
 Households Targeted: **(information not found)**

Program Description

Offers customers the ability to receive a discount of 3.5% if 12 months of estimated utility fees are paid up front.

Eligibility Information

- Payments must be made in person at the utility's office; pre-payments made through the mail, drop box or online will not receive the discount.

More Information

<http://www.ci.medford.or.us/Page.asp?NavID=2884>

Portland | Portland Water Bureau

564,600 population served



Program: **Bill Discounts for Accounts with Water and Sewer**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers a discount of \$47.40 on the water portion of a bill and \$88.62 on sewer/stormwater management charges, for a total of \$136.02 on a 90-day bill. Administered by local area Community Service Center.

Eligibility Information

- Gross monthly household income must be under \$1,828/month for 1 person household and under \$4,850/month for 8 person household (add \$105/month for each additional person).
- Contact local area Community Service Center to determine eligibility.

More Information

<https://www.portlandoregon.gov/water/article/565238>

Program: **Bill Discounts for Sewer Only**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers a discount of \$76.93 on a 60-day bill. Administered by local area Community Service Center.

Eligibility Information

- Gross monthly household income must be under \$1,828/month for 1 person household and under \$4,850/month for 8 person household (add \$105/month for each additional person).
- Contact local area Community Service Center to determine eligibility.

More Information

<https://www.portlandoregon.gov/water/article/565238>

Program: **Crisis Vouchers**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Provides a voucher for up to \$150 in assistance once every 12 months.

Eligibility Information

- Household must be enrolled in the city’s low-income assistance program.
- The customer must pay a portion of the bill to receive assistance.

More Information

<https://www.portlandoregon.gov/water/article/565242>

 Program: **Utility Safety Net**
Type: **Temporary Assistance**Households Targeted: **Financial Hardship****Program Description**

Helps customers avoid shut-off of service if they have experienced a significant temporary change in household income due to employment, medical, and other personal emergencies. Safety Net is a last resort solution for these qualified customers who are unable to achieve a solution through normal payment options. Administered by the Portland Water Bureau and consists of deferred water shut-off, waiver of any recent delinquency charges, interest-free payment plans, and financial assistance.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.portlandoregon.gov/water/article/565244>

 Program: **Payment Arrangements**
Type: **Flexible Terms**Households Targeted: **Financial Hardship****Program Description**

Offers the ability to create a payment plan. Customers billed monthly may request payment arrangements that extend the due date up to an additional 30 days. Customers billed bimonthly or quarterly may request payment arrangements that extend over the current billing period when necessary.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.portlandoregon.gov/water/article/565236>

 Program: **Water Efficiency Program**
Type: **Water Efficiency**Households Targeted: **Low-Income****Program Description**

Provides financial assistance for repair of leaky toilets, faucets, plumbing and underground leaks to eligible customers who own and occupy their own homes. To qualify the household must be enrolled in the city's low-income assistance program. The Portland Water Bureau has partnered with Multnomah county to provide these services.

Eligibility Information

- Must contact Multnomah County to determine eligibility.

More Information

<https://www.portlandoregon.gov/water/article/565234>

 Program: **Clean Rivers Rewards**
Type: **Bill Discount**Households Targeted: **All Residential Customers****Program Description**

Stormwater utility discount program where customers who manage stormwater on their property can receive up to a 100% discount for on-site stormwater management charges.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<https://www.portlandoregon.gov/bes/41976>

Salem | Salem Public Works**189,000 population served**Program: **Low-Income Utility Assistance Program**Type: **Temporary Assistance**Households Targeted: **Financial Hardship****Program Description**

Helps customers experiencing short-term need for payment assistance. Customers may only receive this assistance for one bill during a 12-month cycle. Administered by the Salvation Army and St. Vincent de Paul.

Eligibility Information

- Contact Salvation Army or St. Vincent de Paul to determine eligibility.

More Information

<http://www.cityofsalem.net/Departments/PublicWorks/Operations/Customerservices/Pages/assistance.aspx>

Program: **Wastewater Rate Assistance Program**Type: **Bill Discount**Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons****Program Description**

Offers discounts for the wastewater portion of utility bill to eligible seniors and disabled customers.

Eligibility Information

- At least 62 years of age and head of household, and does not receive housing assistance payments from a local housing authority; or a disabled head of household, and is unable to obtain gainful employment due to disability.
- Lives in a single-family residence with wastewater utility services.
- Must be the account holder for the utility bill.
- Household income must meet program guidelines starting at \$11,750/year for 1 person per household to \$22,150/year for 8 persons per household.

More Information

<http://www.cityofsalem.net/Departments/PublicWorks/Operations/Customerservices/Documents/WastewaterRateAssistanceProgram.pdf>

Pennsylvania

Aqua | Aqua America

784,939 population served



Program: **Helping Hand**

Type: **Bill Discount, Flexible Terms, Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Enables low-income customers make manageable monthly payments on their water account. Customers who make timely payments through Helping Hand receive a monthly credit to their accounts. The program also shows how to use less water with water conservation kits.

Eligibility Information

- Annual income below 200% of the federal poverty level.
- Account is more than 21 days past due.
- Must have at least \$110 in unpaid water bills.

More Information

<https://www.aquaamerica.com/our-states/pennsylvania.aspx>

Berwick | Pennsylvania American Water Company, Berwick

16,000 population served



Program: **H2O Help to Others, Grant Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers eligible customers grants of up to \$500/year on their water or wastewater bill.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,945/month for 1 person per household to \$6,682/month for 8 person per household (\$677 for each additional member).

More Information

<http://www.amwater.com/files/H2O%20-%20PA%20-%20202014.pdf>

Program: **H2O Help to Others, Service Fee Discounts**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers water customers an 80% discount on the monthly water service fee. Offers wastewater customers a 15% discount on the total wastewater charges.

Eligibility Information

- Household income at or below 150% of the federal poverty guidelines starting at \$1,459/month for 1 person per household to \$5,011/month for 8 persons per household (\$507 for each additional person).

More Information

<http://www.amwater.com/files/H2O%20-%20PA%20-%20202014.pdf>

Program: **H2O Help to Others, Water-Saving Devices and Education**

Type: **Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Offers customers a water-saving kit that includes a low-flow shower head, faucet aerators, a toilet tummy, and an education book on how to install the devices and provides helpful tips on how to save water inside and outside the home.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,945/month for 1 person per household to \$6,682/month for 8 person per household (\$677 for each additional member).

More Information

<http://www.amwater.com/files/H2O%20-%20PA%20-%202014.pdf>

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/paaw/customer-service/low-income-program.html>

Lake Scranton | Pennsylvania American Water Company, Lake Scranton

134,570 population served



Program: **H2O Help to Others, Grant Programs**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers eligible customers grants of up to \$500/year on their water or wastewater bill.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,945/month for 1 person per household to \$6,682/month for 8 person per household (\$677 for each additional member).

More Information

<http://www.amwater.com/files/H2O%20-%20PA%20-%202014.pdf>

Program: **H2O Help to Others, Service Fee Discounts**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers water customers an 80% discount on the monthly water service fee. Offers wastewater customers a 15% discount on the total wastewater charges.

Eligibility Information

- Household income at or below 150% of the federal poverty guidelines starting at \$1,459/month for 1 person per household to \$5,011/month for 8 persons per household (\$507 for each additional person).

More Information

<http://www.amwater.com/files/H2O%20-%20PA%20-%202014.pdf>

Program: **H2O Help to Others, Water-Saving Devices and Education**

Type: **Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Offers customers a water-saving kit that includes a low-flow shower head, faucet aerators, a toilet tummy, and an education book on how to install the devices and provides helpful tips on how to save water inside and outside the home.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,945/month for 1 person per household to \$6,682/month for 8 person per household (\$677 for each additional member).

More Information

<http://www.amwater.com/files/H2O%20-%20PA%20-%202014.pdf>

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/paaw/customer-service/low-income-program.html>

Philadelphia | Philadelphia Water Department

1,600,000 population served



Program: **Payment Agreements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers who are having difficulty paying taxes or water bills on time or in full the ability to arrange a payment agreement. For residential agreements, a 25% down payment is required and must be paid in 6-12 months.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.phila.gov/Revenue/payments/agreements/Pages/StandardAgreement.aspx>

Program: **Conservation Assistance Program (CAP)** Type: **Water Efficiency**
 Households Targeted: **Low-Income**

Program Description

Provides water conservation devices and education to low-income customers for average water usage savings of more than 25% for participants. Administered by the CMC Energy Coordinating Agency and Neighborhood Energy Centers under a Water Department grant.

Eligibility Information

- At or below 150% of poverty level.
-

More Information

<http://www.phila.gov/water/educationoutreach/customerassistance/Pages/default.aspx>

Program: **Senior Citizen Water Bill Discount** Type: **Bill Discount**
 Households Targeted: **Seniors**

Program Description

Provides a 25% discount on water and sewer bills. Administered by Water Revenue Bureau.

Eligibility Information

- Be the customer of record.
 - At least 65 years of age.
 - Total annual income (for all household members) must not exceed \$32,000.
-

More Information

<http://www.phila.gov/Revenue/payments/agreements/Pages/SeniorCitizenPrograms.aspx>

Program: **Utility Emergency Services Fund (UESF)** Type: **Temporary Assistance**
 Households Targeted: **Low-Income**

Program Description

Prevents service shut-off, or restores water service for low-income customers. Provides up to \$500 every other year. Administered by the non-profit Utility Emergency Services Fund with application assistance available from the Water Revenue Bureau.

Eligibility Information

- At or below 175% of poverty level.
-

More Information

<http://www.phila.gov/water/educationoutreach/customerassistance/Pages/default.aspx>

Program: **Water Revenue Assistance Program (WRAP)** Type: **Temporary Assistance**
 Households Targeted: **Low-Income**

Program Description

Offers grants of up to \$200 on water bills to prevent shut-off for low-income customers. Assists customers in obtaining federal energy assistance. Administered by the Water Revenue Bureau.

Eligibility Information

- Household income must meet program guidelines starting at \$2,452/month for 1 person per household to \$8,519/month for 8 persons per household (\$867 for each additional person).
-

More Information

<http://www.phila.gov/Revenue/payments/agreements/Pages/LowIncome.aspx>

Program: **Homeowners Emergency Loan Program (HELP)** Type: **Flexible Terms, Water Efficiency**
 Households Targeted: **Emergency Relief**

Program Description

Offers emergency loan assistance if received a Notice of Defect from the Water Department indicating that water and sewer lines are broken or leaking. The money loaned for the repairs will be at a 0% interest rate and payable over a 60-month period.

Eligibility Information

- Property must be a residential dwelling and not listed as a commercial property.
- Homeowner must have received a Notice of Defect issued by the Water Department.
- Property’s water bill must be current. Money owed cannot exceed two billing cycles.
- Money owed cannot exceed two (2) billing cycles.
- Property must be owner-occupied at the time the Notice of Defect was issued and the services requested and cannot have any more than four units.
- Property must have an operable AMR water meter.

More Information

http://www.phila.gov/water/PDF/HELP_AssistanceProgram.pdf

Pittsburgh | Pennsylvania American Water Company, Pittsburgh

516,411 population served



Program: **H2O Help to Others, Grant Programs** Type: **Bill Discount**
 Households Targeted: **Low-Income**

Program Description

Offers eligible customers grants of up to \$500/year on their water or wastewater bill.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,945/month for 1 person per household to \$6,682/month for 8 person per household (\$677 for each additional member).

More Information

<http://www.amwater.com/files/H2O%20-%20PA%20-%202014.pdf>

Program: **H2O Help to Others, Service Fee Discounts** Type: **Bill Discount**
 Households Targeted: **Low-Income**

Program Description

Offers water customers an 80% discount on the monthly water service fee. Offers wastewater customers a 15% discount on the total wastewater charges.

Eligibility Information

- Household income at or below 150% of the federal poverty guidelines starting at \$1,459/month for 1 person per household to \$5,011/month for 8 persons per household (\$507 for each additional person).

More Information

<http://www.amwater.com/files/H2O%20-%20PA%20-%202014.pdf>

Program: **H2O Help to Others, Water-Saving Devices and Education** Type: **Water Efficiency**
 Households Targeted: **Low-Income**

Program Description

Offers customers a water-saving kit that includes a low-flow shower head, faucet aerators, a toilet tummy, and an education book on how to install the devices and provides helpful tips on how to save water inside and outside the home.

Eligibility Information

- Household income at or below 200% of the federal poverty guidelines starting at \$1,945/month for 1 person per household to \$6,682/month for 8 person per household (\$677 for each additional member).

More Information

<http://www.amwater.com/files/H2O%20-%20PA%20-%202014.pdf>

Program: **Payment Arrangements** Type: **Flexible Terms**
 Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/paaw/customer-service/low-income-program.html>

Wyoming Valley | Wyoming Valley Sanitation Authority

216,923 population served



Program: **(information not found)** Type: **Bill Discount, Flexible Terms**
 Households Targeted: **All Residential Customers**

Program Description

Gives residential customers the opportunity to pay for the entire year and receive a 2% discount.

Eligibility Information

- Must be a residential customer.
- Must contact the utility to set up.

More Information

<http://www.wvsa.org/billing.php>

Program: **Payment Schedules** Type: **Flexible Terms**
 Households Targeted: **Financial Hardship**

Program Description

Offers the ability to create a payment plan.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.wvsa.org/customer.php>

South Carolina

Beaufort - Jasper | Beaufort - Jasper Water and Sewer Authority

103,358 population served



Program: **The Thad Coleman Fund**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps families facing financial hardship pay the costs to connect to the public water and sewer system. Funded in part through voluntary customer donations through a one-time donation or by rounding up bills to the next highest dollar amount. Administered by the Beaufort and Jasper Departments of Social Services (DSS) and Beaufort-Jasper-Colleton-Hampton Comprehensive Health (BJCHCH).

Eligibility Information

- Assistance based on family size, total household income, and government guidelines.
- Must contact Beaufort and Jasper Departments of Social Services (DSS) and Beaufort-Jasper-Colleton-Hampton Comprehensive Health (BJCHCH) to determine eligibility.

More Information

<http://www.bjwsa.org/thad-coleman/>

Charleston | Charleston Water System

214,367 population served



Program: **Operation Round-Up**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Gives customers the opportunity to support water-related charitable causes through their monthly water bill. Funded by voluntary customer donations through the Operation Round Up program. Administered by the Good Neighbor Program and Water Missions International.

Eligibility Information

- Eligibility will be based on the poverty level established by the Office of Management and Budget or the U.S. Department of Health and Human Services, and as further defined in the State LIHEAP (Low-Income Home Energy Assistance Program) Plan for similar programs. The income, household size and maximum annual contributions are defined by the 2014 Federal Poverty Level guidelines.

More Information

<http://www.charlestonwater.com/197/Operation-Round-Up>

Greer | Greer Commission of Public Works

325,169 population served



Program: **Equal Payment Plan**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Averages the monthly bill amounts to assist customers with budgeting. The customer pays a fixed amount on the utility bill for an 11-month period. The amount is based on the customer’s actual usage for the most recent 12 months of service. The balance due, if any, is to be paid on the 12th month (referred to as “the settle-up month”).

Eligibility Information

- Have services other than Water Only Service.
- Have at least a 12-month payment history.
- Have zero account balance.
- Maintain a “good” payment history.
- Not have been removed from the Equal Payment Plan program within the last 12 months.
- Pay every month prior to the settle-up month, even if actual account balance is a credit amount.

More Information

http://www.greercpw.com/?page_id=54

Program: **Payment Assistance**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps customers having difficulty paying their water and/or wastewater bills.

Eligibility Information

- Must contact the utility to determine eligibility.
- Additional assistance may be provided through the Greer Relief and Resources Agency, Inc.

More Information

<http://www.greercpw.com/greer-payment-options>

Program: **Caring People Working Together**

Type: **Flexible Terms**

Households Targeted: **Seniors, Disabled Persons**

Program Description

Provides third party notification for elderly, disabled, or severely dependent customers where the loss of service could cause a potential life-threatening situation. Utility will contact a friend or relative if a customer’s utility bill inadvertently goes past due to provide an additional level of safety from disconnection for those who may have forgotten to mail in a payment. The third party contact is not be responsible for the bill, just asked to contact the customer as a reminder.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.greercpw.com/greer-payment-options>

Spartanburg | Spartanburg Water System

130,929 population served



Program: **The Good Neighbor Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides financial assistance for customers having difficulty paying their water/sewer bill. Funded through voluntary customer donations, through either a regular donation amount that is added to the water bill or a one-time donation. Administered by the Salvation Army.

Eligibility Information

- Households served by Spartanburg Water.
- Demonstrate financial need.
- Contact the Salvation Army to determine eligibility.

More Information

<http://www.spartanburgwater.org/good-neighbor-program>

South Dakota

Pierre | City of Pierre Water Department

13,646 population served



Program: **Pierre Area Referral Services**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Assists customers in need. Funded through customer donations by having their utility bill rounded up to the nearest dollar. Administered by Pierre Area Referral Services.

Eligibility Information

- Must contact Pierre Area Referral Services to determine eligibility.

More Information

<http://www.cityofpierre.org/461/Round-Up-Your-Utility-Bill>

Tennessee

Chattanooga | Tennessee American Water

300,000 population served



Program: **Project Water Help**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides supplemental funding to customers having difficulty paying their bills. Often connects customers with other sources of aid in their communities, including other assistance programs for which they may qualify. Funded by voluntary customer donations and contributions. Administered by the United Way.

Eligibility Information

- Must be a customer of Tennessee American Water.
- Must be in danger of losing primary source of water.
- Must meet the United Way's "basic needs" criteria.
- Contact the utility or United Way to determine eligibility.

More Information

<http://www.amwater.com/tnaw/customer-service/low-income-program.html>

Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must pay at least 25% of the bill within 48 hours of the call.
- Must pay the rest of the bill, including any applicable late payment charge, according to an agreed upon schedule (not to exceed 6 months).
- Must pay future bills as they become due.
- Only customers who have not broken similar agreements in the past 12 months are eligible to make these payment arrangements.

More Information

<http://www.amwater.com/tnaw/customer-service/low-income-program.html>

Memphis | Memphis Light, Gas and Water

671,450 population served



Program: **Extended Payment Plans**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Establishes a repayment plan for past due balance in addition to the regular utility bill.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.mlgw.com/residential/assistanceprograms>

Program: **Budget Billing**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Offers customers the ability to pay the same amount every month on the utility bill. Calculated by averaging utility bills over two 6-month periods from the previous year.

Eligibility Information

- Must have an active account.
- Must have lived at current address for a minimum of 6 months.
- Must be current on your account to remain in the program.
- Installment must be paid by the due date each month.

More Information

<http://www.mlgw.com/residential/budgetbilling01>

Program: **Plus-1**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides one-time payment of utility services for people experiencing temporary financial hardships such as a death in the family or job loss. Funded through customer donations. Customers are able to provide a donation or add \$1 or more to their monthly bill to contribute to this program. Administered by the Metropolitan Inter-Faith Association.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.mlgw.com/plus1>

Program: **Net Due Date Program**

Type: **Flexible Terms**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Allows residential customers to change their due date to the 12th of each month if they are receiving income in the form of Social Security, Disability, or pension once a month (and are not supplementing that income).

Eligibility Information

- Must be retired or on a fixed income and receive only one check at the beginning of each month.
- Must contact the utility to determine eligibility.

More Information

<http://www.mlgw.com/images/content/files/pdf/SpecialAssistancePrograms.pdf>

Murfreesboro | Murfreesboro Water and Sewer Department

100,922 population served



Program: **Sanitary Sewer Tap Program**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Assists homeowners in paying Murfreesboro Water and Sewer Department sanitary sewer system connection fees. Assistance is in the form of a grant and is subject to the availability of Community Development Block Grant funding budgeted for the program. The program grant will be 75% of both the single-family connect fee and sewer cleanout fee for those classified as low-income and 100% of the fees for those classified as very low-income.

Eligibility Information

- Be the owner of the property and have resided in the dwelling for not less than one year.
- Household income must be at or below 80% of the median income in the Nashville-Murfreesboro MSA starting at \$37,450/year for "low-income" and \$23,450 for "very low-income" for 1 person per household to \$70,650/year for "low-income" and \$44,200/year for "very low-income" for 8 persons per household.
- Be a U.S. citizen or a legal resident alien.
- Ownership is in the form of a fee-simple title or a 99-year leasehold.

More Information

<http://www.murfreesborotn.gov/DocumentCenter/View/2140>

Nashville | Metro Water Services

599,595 population served

Program: **Deferred Due Date Program**Type: **Flexible Terms**Households Targeted: **Low-Income, Low-Income Seniors****Program Description**

Permits qualified residential and not-for-profit commercial customers to extend their payment date, with payment due on the eighth day of the month following the billing date or 15 days from the bill date, whichever provides the most number of days to pay the bill. This allows qualified customers to delay payment until after they receive one of the benefits covered under this program.

Eligibility Information

- Must be a residential customer.
- Be a bona fide recipient of one of the following benefits: social security benefits, service pension benefits, retirement benefits, or monthly payments (nonwages or salary) from local, state, or federal government agencies.
- May only request for primary residence.
- Have an account in good standing at time of the application.
- Not-for-profit commercial customers must provide proof of 501(c)(3) status and have an account in good standing at time of the application.

More Information

<http://www.nashville.gov/Water-Services/Customers/Assistance-and-Protection-Programs.aspx#flexiblepayment>

Texas**Arlington | City of Arlington Water Utilities**

365,860 population served

Program: **Care & Share Program**Type: **Temporary Assistance**Households Targeted: **Financial Hardship****Program Description**

Helps customers with temporary financial problems and crises. Funded by customer donations. Administered by a local charitable organization.

Eligibility Information

- Must need assistance due to unemployment, illness or other emergencies.

More Information

<http://www.arlington-tx.gov/water/care-share-program/>

Austin | City of Austin, Austin Energy

903,570 population served



Program: **Customer Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Reduces utility bills an average of \$650 a year.

Eligibility Information

- Applicant or someone in applicant’s household must participate in one of these programs: Medicaid Program, Supplemental Nutrition Assistance Program (SNAP), Children’s Health Insurance Program (CHIP), Telephone Lifeline Program, Travis County Comprehensive Energy Assistance Program (CEAP), Medical Access Program (MAP), or Supplemental Security Income (SSI).

More Information

<http://austinenergy.com/wps/portal/ae/residential/your-bill/customer-assistance-programs/cap-discounts>

Program: **Financial Support Plus 1**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides emergency financial aid to customers having difficulty paying their utility bills.

Eligibility Information

- Must contact the applicable social services agency to determine eligibility.

More Information

<http://austinenergy.com/wps/portal/ae/residential/your-bill/customer-assistance-programs/financial-support-plus1>

Program: **Payment Arrangement**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Allows customers the opportunity to pay off a past-due bill balance to keep their utility accounts in good standing.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://austinenergy.com/wps/portal/ae/residential/your-bill/payment-arrangement/payment-arrangement/>

Corpus Christi | City of Corpus Christi Water Department

297,467 population served



Program: **Plumbers to People Program**

Type: **Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Provides plumbing assistance to very-low-income residential homeowners to repair leaking plumbing fixtures in their homes.

Eligibility Information

- Customer of City of Corpus Christi Water Department.
- Applicant must be the homeowner.
- Reside in the house one year prior to applying.
- Household income must meet city of Corpus Christi guidelines.
- Persons with a child 4 years or younger residing in the house or with a family member on critical care equipment and who meet one of the other four eligibility requirements.

More Information

<http://www.cctexas.com/Assets/Departments/Financial-Services/FSFiles/PlumbersToPeople.pdf>

Corsicana | Corsicana Utilities Department

25,100 population served



Program: **Senior Citizen Discount**

Type: **Lifeline Rate**

Households Targeted: **Seniors**

Program Description

Offers a 3,000-gallon allowance for inside city limit residential customers with a ¾-inch meter only and a reduced Street Improvement Fee Charge of \$7.00/month.

Eligibility Information

- At least 65 years of age.

More Information

<http://www.cityofcorsicana.com/DocumentCenter/View/212>

Dallas | City of Dallas

1,253,000 population served



Program: **Operation WaterShare**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Provides temporary financial assistance for customers having difficulty paying their current water/sewer bill. Funded in part through customer donations.

Eligibility Information

- Must contact Dallas Water Utilities' Operation WaterShare to determine eligibility.

More Information

http://dallascityhall.com/departments/waterutilities/Pages/water_helping_others.aspx

Program: **Minor Plumbing Repair Program**

Type: **Water Efficiency**

Households Targeted: **Low-Income**

Program Description

Provides free assistance with minor plumbing repairs and fixture replacement to reduce water waste and high water bills to low-income customers. Plumbing problems that qualify include leaking toilets, faucets, and showerheads; outdoor hose bib leaks; and easily accessible pipe joint leaks.

Eligibility Information

- Customer of Dallas Water Utility.
- Must be homeowners and reside on their property.
- Household income must meet U.S. Department of Housing and Urban Development's low-income guidelines.

More Information

http://dallascityhall.com/departments/waterutilities/Pages/water_helping_others.aspx

Fort Worth | City of Fort Worth

812,238 population served



Program: **Bill Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Low-Income, Financial Hardship**

Program Description

Helps customers who are having difficulty paying their water/sanitation bills.

Eligibility Information

- Customer of Fort Worth Water Department.
- Household income must be at or below 175% of the federal poverty income guidelines.
- Extraordinary events or crisis situations that have or will deplete financial resources.
- If extensive water bill is due to plumbing problems, problem must be resolved before assistance with water bill is provided.
- Household's income is insufficient to address essential needs.

More Information

<http://fortworthtexas.gov/water/account/bill-assistance/>

Grand Prairie | City of Grand Prairie

171,028 population served



Program: **Water Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Assists with water payments for qualified households once a year. Administered by Grand Prairie United Charities.

Eligibility Information

- Must contact Grand Prairie United Charities to determine eligibility.

More Information

<http://www.gptx.org/city-government/city-departments/public-works/water-service-water-bill/water-assistance-program>

Houston | City of Houston Public Works and Engineering Department

2,099,000 population served



Program: **Houston Water Aid To Elderly Residents (W.A.T.E.R) Fund**

Type: **Temporary Assistance**

Households Targeted: **Low-Income, Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Provides financial assistance to senior citizens and others having difficulty paying their water and wastewater bills. Applicants can receive up to \$100 each 6 months toward their water bills. If the water bill is less than this amount, qualified seniors may use any remaining portion in the following months to pay those bills. This can continue up to \$100 or 6 months from the date of the application, whichever comes first. At the end of 6 months, customers may re-apply for further assistance. Funded entirely through voluntary donations from customers, charities, and businesses. Customers can sign the W.A.T.E.R. Fund pledge to donate a set amount to the fund each month or can check the checkbox on their water bill to donate \$1. Administered by the city of Houston.

Eligibility Information

- At least 60 years of age.
- Customer of City of Houston Public Works and Engineering Department.
- Live in a single-family dwelling.

More Information

<http://help.houstonwater.org/how-can-i-donate-to-the-fund>

Laredo | City of Laredo Utilities Department

199,715 population served



Program: **Affordability Assistance Program**

Type: **Flexible Terms**

Households Targeted: **Seniors, Disabled Persons**

Program Description

Allows qualifying customers to request their water bill be due up to 5 days after the date their Social Security or disability check is mailed to them. This due date would be the same day each month, as opposed to regular billing due dates which vary slightly month to month. In addition, customers age 65 years and older can be exempted from late penalty fees.

Eligibility Information

- Customer of Laredo Utilities Department.
- At least 65 years of age.
- Receiving a Social Security check or a disability check.

More Information

<http://www.cityoflaredo.com/Utilities05/Fees/AAPProgram.html>

Odessa | City of Odessa

113,033 population served



Program: **Senior/Disability Water-Sewer Rate**

Type: **Bill Discount**

Households Targeted: **Seniors, Disabled Persons**

Program Description

Provides lower water and sewer rates for eligible senior/disabled residential customers.

Eligibility Information

- At least 65 years of age or disabled.
- City utility account must be in the applicant's name.
- Applicant must reside at the address for the account.

More Information

<http://www.odessa-tx.gov/index.aspx?page=229>

Round Rock | City of Round Rock**100,707 population served**Program: **Friendly Rock Program**Type: **Temporary Assistance**Households Targeted: **Financial Hardship****Program Description**

Helps those in need of financial assistance pay for essential water utility services. Funded in part by one-time or monthly customer donations. Administered by a charitable organization in the community.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.roundrocktexas.gov/departments/utility-billing/>

San Antonio | San Antonio Water System**1,596,714 population served**Program: **Project Agua**Type: **Temporary Assistance**Households Targeted: **Financial Hardship****Program Description**

Provides one-time payment assistance to customers who are having difficulty paying their water bill. This program provides one-time payment assistance to residential customers who are facing service cut-off, have a second risk factor, and are eligible for the Affordability Discount program.

Eligibility Information

- Household income must be below 120% of the federal poverty guidelines.
- Must be a residential customer.
- Must limit amount of water use per month to below 17,500 gallons.
- Must be facing service cut-off and have a second risk factor.
- Must contact San Antonio Department of Human Services to determine eligibility.

More Information

<http://www.saws.org/service/affordability/projectagua.cfm>

Program: **Plumbers to People**Type: **Water Efficiency**Households Targeted: **Low-Income****Program Description**

Provides plumbing assistance to low-income residential customers seeking repairs to leaking plumbing fixtures in their homes. Eligible repairs include leaking faucets, leaking toilets, and broken pipes.

Eligibility Information

- Must be a residential customer of San Antonio Water System water customer.
- Applicant must be the homeowner and an occupant.
- Household income must meet City of San Antonio Department of Human Services income guidelines.

More Information

<http://www.saws.org/service/affordability/plumbers.cfm>

Program: **Affordability Discount** Type: **Bill Discount**
 Households Targeted: **Low-Income**

Program Description

Provides a bill discount on utility bills ranging from \$4 to \$15 per month.

Eligibility Information

- Household income must be below 120% of the federal poverty guidelines.
 - Must be a residential customer.
 - Must limit amount of water use per month to below 17,500 gallons.
-

More Information

<http://www.saws.org/service/affordability/meter.cfm>

Program: **Senior Citizen Billing Program** Type: **Flexible Terms**
 Households Targeted: **Seniors**

Program Description

Exempts customers from the late payment penalties for both water and sewer service charges.

Eligibility Information

- At least 60 years of age.
 - Customer of San Antonio Water System .
 - Must not be enrolled in San Antonio Water System pre-authorized electronic payment plan.
-

More Information

<http://www.saws.org/service/affordability/senior.cfm>

Program: **Disability Billing Program** Type: **Flexible Terms**
 Households Targeted: **Disabled Persons**

Program Description

Exempts customers from the late payment penalties for both water and sewer service charges.

Eligibility Information

- Must be disabled.
 - Customer of San Antonio Water System residential water and/or sewer.
 - Receive Supplemental Security Income from Social Security Administration.
 - Must not be enrolled in San Antonio Water System pre-authorized electronic payment plan.
-

More Information

<http://www.saws.org/service/affordability/disability.cfm>

Program: **Courtesy Notice for Medical Necessity** Type: **Flexible Terms**
 Households Targeted: **Emergency Relief**

Program Description

Offers residential customers with medical necessity 24 hours notice prior to interruption of service due to nonpayment. It is intended to allow these customers 24 hours to contact San Antonio Water System so that payment and/or satisfactory payment arrangements can be made to avoid service interruption.

Eligibility Information

- Customer of San Antonio Water System residential water and/or sewer.
 - Must be under a physician's care or have a household member residing at the property who is under physician's care.
 - Must have a physician's documentation of medical necessity on file with San Antonio Water System.
-

More Information

<http://www.saws.org/service/affordability/courtesy.cfm>

Program: **Victims of Domestic Violence Billing Program**

Type: **Flexible Terms**

Households Targeted: **Victims of Domestic Violence**

Program Description

Exempts customers from the late payment penalties for both water and sewer service charges.

Eligibility Information

- Must be a victim of domestic violence.
- Customer of San Antonio Water System.
- Must not be enrolled in San Antonio Water System pre-authorized electronic payment plan.

More Information

<http://www.saws.org/Service/Affordability/>

Program: **Courtesy Notice for Veterans**

Type: **Flexible Terms**

Households Targeted: **Veterans**

Program Description

Offers residential customers with medical necessity 24 hours notice prior to interruption of service due to nonpayment. It is intended to allow these customers 24 hours to contact San Antonio Water System so that payment and/or satisfactory payment arrangements can be made to avoid service interruption.

Eligibility Information

- Customer of San Antonio Water System residential water and/or sewer.
- Must be a veteran.

More Information

<http://www.saws.org/service/affordability/courtesy.cfm>

Utah

Granger-Hunter | Granger-Hunter Improvement District

106,000 population served



Program: **Military Discount Program**

Type: **Bill Discount**

Households Targeted: **Active Military**

Program Description

Provides a discount for qualifying service men and women serving in full-time active military duty.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.ghid.org/pages/Custom%20Information.html>

Program: **Average Monthly Pay (AMP) Program**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Offers monthly payments based on average water use in the previous year. Customers are able to sign up for the program during the months of January and February.

Eligibility Information

- Account must be current.
- Account must have at least one year of billing history.

More Information

<http://www.ghid.org/pages/Customer%20Information.html>

Virginia

Alexandria | Alexandria Renew Enterprises

257,767 population served



Program: **Billing Cap**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Averages water used during the months of December, January, and February (as reported by Virginia American Water) to determine the maximum usage for wastewater treatment billing for the rest of the year. This “billing cap” is based on that average, or 4,000 gallons, whichever is greater.

Eligibility Information

- Customer of Alexandria Renew Enterprises.
- Must be individually metered, single-family accounts

More Information

<https://alexrenew.com/customers/residential-customers/rates-charges-residential>

Alexandria, Hopewell, Prince William, Warsaw | Virginia American Water

57,946 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/vaaw/customer-service/low-income-program.html>

 Program: **H2O Help to Others**
Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Offers grants of up to \$500/year for customers who qualify. Administered by the Dollar Energy Fund, an independent, non-profit organization.

Eligibility Information

- Must have received a utility shut-off notice or have already had service disconnected.
- Must have made a sincere effort to pay the bill (at least \$50 on the outstanding water bill in the past 90 days).
- Must have applied for all open and available state and federal programs.
- Household income must be at or below 150% of the federal poverty guidelines starting at \$1,471/month for 1 person per household to \$5,111/month for 8 persons per household (\$520 for each additional person).

More Information

<http://www.amwater.com/vaaw/customer-service/low-income-program.html>

Hampton | Hampton Roads Sanitation District

538,646 population served

Program: **H2O Help to Others**Type: **Temporary Assistance**Households Targeted: **Financial Hardship****Program Description**

Assists families or individuals in danger of losing residential water service because of a family crisis. Can receive one-time financial assistance to pay their public utility and or Hampton Roads Sanitation District bill. Funded through a corporate donation and customer and employee donations. Administered through the Salvation Army.

Eligibility Information

- Must contact the Salvation Army to determine eligibility.

More Information

<http://www.hrpdcva.gov/departments/communications/help-2-others/>

Prince William County | Prince William County Service Authority

250,000 population served



Program: **Temporary Assistance Program (TAP)**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Helps local families in need of emergency financial assistance. Funded through customer contributions through a round-up, fixed-monthly, or one-time donation. Administered by two local Prince William County charitable organizations, by Action in Community Through Service (ACTS) or Securing Emergency Resources through Volunteer Efforts (SERVE).

Eligibility Information

- Must be a residential customer of Prince William County Service Authority with documented impending disconnection of service.
- Applicant must be the account holder.
- Must meet any additional criteria required by Action in Community Through Service (ACTS) or Securing Emergency Resources through Volunteer Efforts (SERVE), a division of the Northern Virginia Family Service.

More Information

<http://www.pwcsa.org/customers/tap-assistance-program>

Richmond | City of Richmond Public Utilities

197,000 population served



Program: **MetroCare Water Assistance Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a discount on water and sewer fees and charges. Eligible customers receive credit for water and/or wastewater charges for the equivalent of up to 3 months of service.

Eligibility Information

- Customer of Department of Public Utilities water utility or wastewater utility, or both.
- Applicant shall be both the resident and the customer of record of the premises for which application is made.
- Water and wastewater service, or both, shall be of the residential service classification.
- Household income must be at or below 225% the U.S. Department of Health and Human Services poverty guidelines.

More Information

http://www.richmondgov.com/PublicUtilities/documents/MetroCare_Water_Assistance_Program_Regulations.pdf

Washington

Alderwood | Alderwood Water & Wastewater District

171,500 population served



Program: **Low Income Senior Citizen Discount**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Offers reduced rates on utility bill.

Eligibility Information

- Applicant must be at least 62 years of age at the time of the application.
- Applicant must own or rent and reside in the residence where the discounted rate(s) is being requested.
- Residence has a separate water meter.
- Household income must not exceed \$30,000 per year, including that of a spouse or any co-tenant(s).
- Applicant is named in the District's utility billing.
- Annual water consumption is not in excess of 100 ccf (hundred cubic feet).

More Information

<http://www.alderwoodwater.com/Site/Content/Documents/YourAccount/Forms/Senior%20Discount%20Application.pdf>

Program: **Low Income Disabled Discount**

Type: **Bill Discount**

Households Targeted: **Low-Income Disabled Persons**

Program Description

Offers reduced rates on utility bill.

Eligibility Information

- Applicant must be permanently disabled at the time of the application.
- Applicant must own or rent and reside in the residence where the discounted rate(s) is being requested.
- Residence has a separate water meter.
- Household income must not exceed \$30,000 per year, including that of a spouse or any co-resident(s).
- Applicant is named on the District's utility billing, or can prove that they are the named tenant in a lease agreement for the residence.
- Annual water consumption is not in excess of 100 ccf (hundred cubic feet).

More Information

<http://www.alderwoodwater.com/Site/Content/Documents/YourAccount/Forms/Low-Income%20Disabled%20Discount%20Application.pdf>

Bellevue | City of Bellevue

135,100 population served



Program: **Utility Rate Relief**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Offers up to 75% reduction on water, wastewater, and drainage service costs for qualifying customers.

Eligibility Information

- Low-income senior at least 62 years of age or low-income permanently disabled persons receiving disability benefits from Social Security and/or Veteran’s Administration.
- Applicant must permanently reside at the address receiving service within the service area of City of Bellevue Utilities.
- Household income must meet program guidelines starting at \$30,860/year for 1 person in household to \$51,190/year for 6 persons per household.

More Information

http://www.ci.bellevue.wa.us/pdf/Utilities/2016_Rate_Relief_REDUCION_Packet_-_FINAL.pdf

Program: **Utility Tax Relief**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Offers a year-end rebate check for a portion of the Utility Occupation Taxes paid to the city.

Eligibility Information

- Must live in the service area of Bellevue Utilities.
- Meet low-income guidelines.

More Information

<http://www.ci.bellevue.wa.us/utilityrelief.htm>

Everett | City of Everett Public Works Department

580,000 population served



Program: **Discounted Rates**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Provides discounted rates to qualifying customers.

Eligibility Information

- Own and occupy a single-family residence within the Everett city limits.
- Customer of City of Everett Public Works Department.
- At least 62 years of age or have a permanent disability.
- Household income must be under \$35,000.
- Have a property tax exemption from Snohomish County.

More Information

<https://everettwa.gov/916/Discounted-Rates>

Lakehaven | Lakehaven Utility District

112,000 population served



Program: **Customer Assistance Program**

Type: **Temporary Assistance**

Households Targeted: **Financial Hardship**

Program Description

Helps customers who are having difficulty paying water/sewer bills. Administered by the Multi-Service Center in Federal Way.

Eligibility Information

- Must contact the Multi-Service Center in Federal Way to determine eligibility.

More Information

<http://www.lakehaven.org/210/Customer-Assistance-Program>

Redmond | City of Redmond

100,422 population served



Program: **Low Income Discounts**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Provides 50% discount on utility bill.

Eligibility Information

- At least 62 years of age or a disabled person at least 18 years of age.
- Must be a customer of city of Redmond utilities.
- Reside in a single-family residential living unit.
- Household income must meet not exceed the amount specified as "very low-income" under the regulations of the United States Department of Housing and Development (HUD) for Section 8 programs starting at \$31,400/year for 1 person in household to \$44,800/year for 4 persons per household.

More Information

<http://www.redmond.gov/cms/One.aspx?portalId=169&pageId=2183>

Seattle | Seattle Public Utilities

1,400,000 population served

Program: **Utility Discount Program (UDP)**Type: **Bill Discount**Households Targeted: **Low-Income****Program Description**

Offers qualifying customers a discount of about 60% on Seattle City Light bill and a 50% discount on Seattle Public Utilities bill.

Eligibility Information

- Household income must be at or below 70% of Washington's state median income starting at \$30,840/year for 1 person per household to \$85,392/year for 10 persons per household.
- Must be a homeowner or renter; if a landlord pays all utilities, qualifying low-income tenants may still be eligible for utility financial help.
- Have a Seattle City Light and/or Seattle Public Utilities bill in applicant's name.
- Applicant must not receive a Section 8 housing voucher or live in subsidized housing.

More Information

<http://www.seattle.gov/util/MyServices/MyAccount/GetHelpwithUtilityBill/index.htm>

Program: **Emergency Assistance Program (EAP)**Type: **Temporary Assistance**Households Targeted: **Emergency Relief****Program Description**

Provides a 50% credit for a customer's delinquent bill, up to \$371 for the 2016 program year. Customers may only receive a credit once in a 12-month period. The program is intended to provide emergency assistance for low-income customers who are in jeopardy of having their utility services disconnected or who have already had their services disconnected.

Eligibility Information

- Property must be a single-family residence.
- Household income must be at or below 70% of Washington's state median income starting at \$30,840/year for 1 person per household to \$85,392/year for 10 persons per household.
- Customer of Seattle Public Utilities (SPU) account.
- Applicant must have received an Urgent Notice or Final Shut-off notice.
- Applicant's water has been shut off.
- Applicant has not received SPU Emergency Assistance Program funding within the last 12 months.

More Information

<http://www.seattle.gov/util/MyServices/MyAccount/GetHelpwithUtilityBill/EmergencyAssistance/index.htm>

Spokane | Spokane Public Works & Utilities

200,000 population served



Program: **UHelp Program**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Helps customers who are having difficulty paying water/sanitation bills. The City of Spokane’s UHelp program provides low-income households with one-time emergency financial assistance to help pay for their city utility bills, which includes charges for water, wastewater, stormwater, and garbage collection. Administered by the Salvation Army.

Eligibility Information

- Must contact Salvation Army to determine eligibility.

More Information

<https://my.spokanecity.org/publicworks/utility-billing/uhelp/>

Tacoma | Tacoma Public Utilities

318,403 population served



Program: **Discount Rate Program**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors, Low-Income Disabled Persons**

Program Description

Provides eligible customers a 30% discount on their utility bill.

Eligibility Information

- At least 62 years of age, or disabled adults receiving disability income.
- Be a single occupant, head-of-household, or spouse of the head-of-household.
- Live in the unit, and the accompanying Tacoma Public Utilities account must be in the applicant’s name.
- Have a single-metered account.
- Household income must meet program guidelines starting at \$1,471/month for 1 person in household to \$4,071/month for 6 persons per household.

More Information

<http://www.mytpu.org/your/payment-assistance.htm>

Program: **Water & Environmental Services Assistance**

Type: **Temporary Assistance**

Households Targeted: **Low-Income**

Program Description

Provides a one-time credit toward water service in the amount of \$65.00. Available once in a 12-month period. The difference of delinquent account charges must be paid before the funds can be received.

Eligibility Information

- Must pay the difference of delinquent account charges before receiving assistance funds.
- Be a single occupant, head-of-household, or spouse of the head-of-household.
- Live in the unit, and the accompanying Tacoma Public Utilities account must be in the applicant’s name.
- Have a single-metered account.
- Household income must meet program guidelines starting at \$1,471/month for 1 person in household to \$4,071/month for 6 persons per household.

More Information

<http://www.mytpu.org/your/payment-assistance.htm>

Program: **Budget Billing**

Type: **Flexible Terms**

Households Targeted: **All Residential Customers**

Program Description

Provides a consistent monthly utility payment amount.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.mytpu.org/your/budget-billing.htm>

Vancouver | City of Vancouver

231,000 population served



Program: **Help to Others (H2O)**

Type: **Temporary Assistance**

Households Targeted: **Emergency Relief**

Program Description

Provides help to customers who are having difficulty paying water/sanitation bills due to crisis situations.

Eligibility Information

- (information not found)

More Information

<http://www.cityofvancouver.us/publicworks/page/h2o-help-others>

Program: **Low-Income Senior Waiver to Minimum Sewer Flow Rate**

Type: **Bill Discount**

Households Targeted: **Low-Income Seniors**

Program Description

Offers a waiver to the minimum sewer flow rate for qualifying customers.

Eligibility Information

- Must be at least 62 years of age.
- Household income must meet program guidelines starting at \$35,000/year for 1 person per household to \$77,780/year for 8 persons per household.
- Applicant must be the head of the household for the residence requesting the waiver.
- Utility account must be in the applicant's name or the name of the applicant's spouse.
- Must re-apply for successive 12-month periods of eligibility.

More Information

<http://www.cityofvancouver.us/publicworks/page/minimum-sewer-flow-base-rate>

http://www.cityofvancouver.us/sites/default/files/fileattachments/public_works/page/949/low_income_senior_sewer_waiver_app2013.pdf

West Virginia

Charleston | West Virginia American Water

198,521 population served



Program: **Payment Arrangements**

Type: **Flexible Terms**

Households Targeted: **Financial Hardship**

Program Description

Offers customers ability to create a plan to pay the balance of their bill over time.

Eligibility Information

- Must contact the utility to determine eligibility.

More Information

<http://www.amwater.com/wvaw/customer-service/low-income-program.html>

Program: **Special Reduced Rate Program**

Type: **Bill Discount**

Households Targeted: **Low-Income**

Program Description

Provides a 20% discount on current water rates for eligible customers.

Eligibility Information

- Must be at least 60 years of age.
- Must be a residential customer.
- Must receive either Supplemental Security Income, WV WORKS, or Supplemental Nutrition Assistance Program.
- Eligibility is determined by the West Virginia Department of Health & Human Resources.

More Information

<http://www.amwater.com/wvaw/customer-service/low-income-program.html>

Wyoming

Evanston | City of Evanston

12,000 population served



Program: **Senior Citizen Discount**

Type: **Bill Discount**

Households Targeted: **Seniors**

Program Description

Offers eligible customers a water, sewer, and garbage credit.

Eligibility Information

- At least 65 years of age.
- Must occupy dwelling as principal residence.
- No more than one fee credit in each category shall be allowed on the same property during any year.

More Information

<http://www.evanstonwy.org/DocumentCenter/View/3938>