



# Customer Assistance Programs

# Low Income Credit Program



# Benefits



- Monthly bill credit of up to \$21.93
- Good for one year
- May be renewed annually

# Eligibility



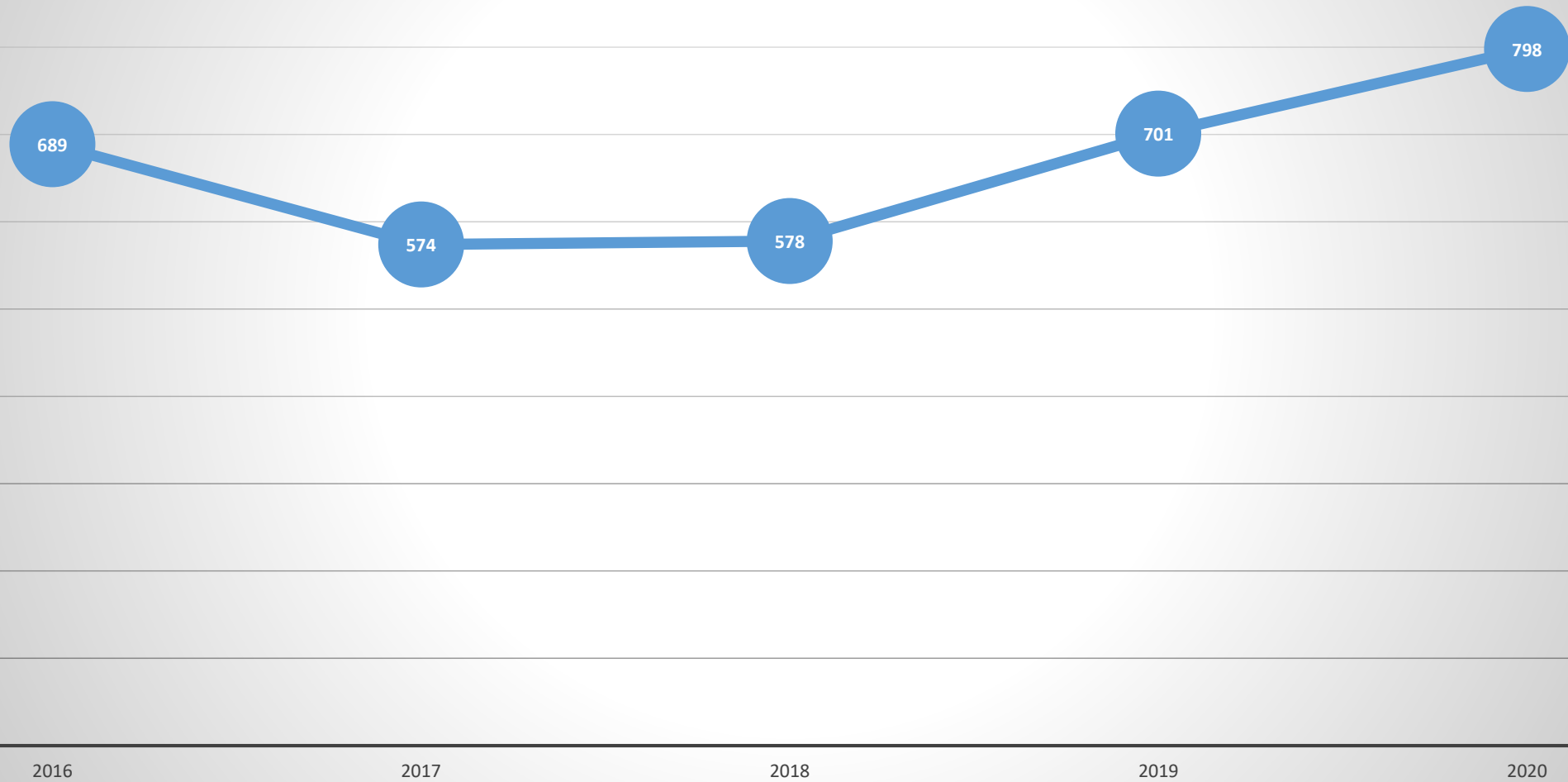
- Be property owner and occupant
- Income is at 150% of poverty level
- Account must be current

# Funding

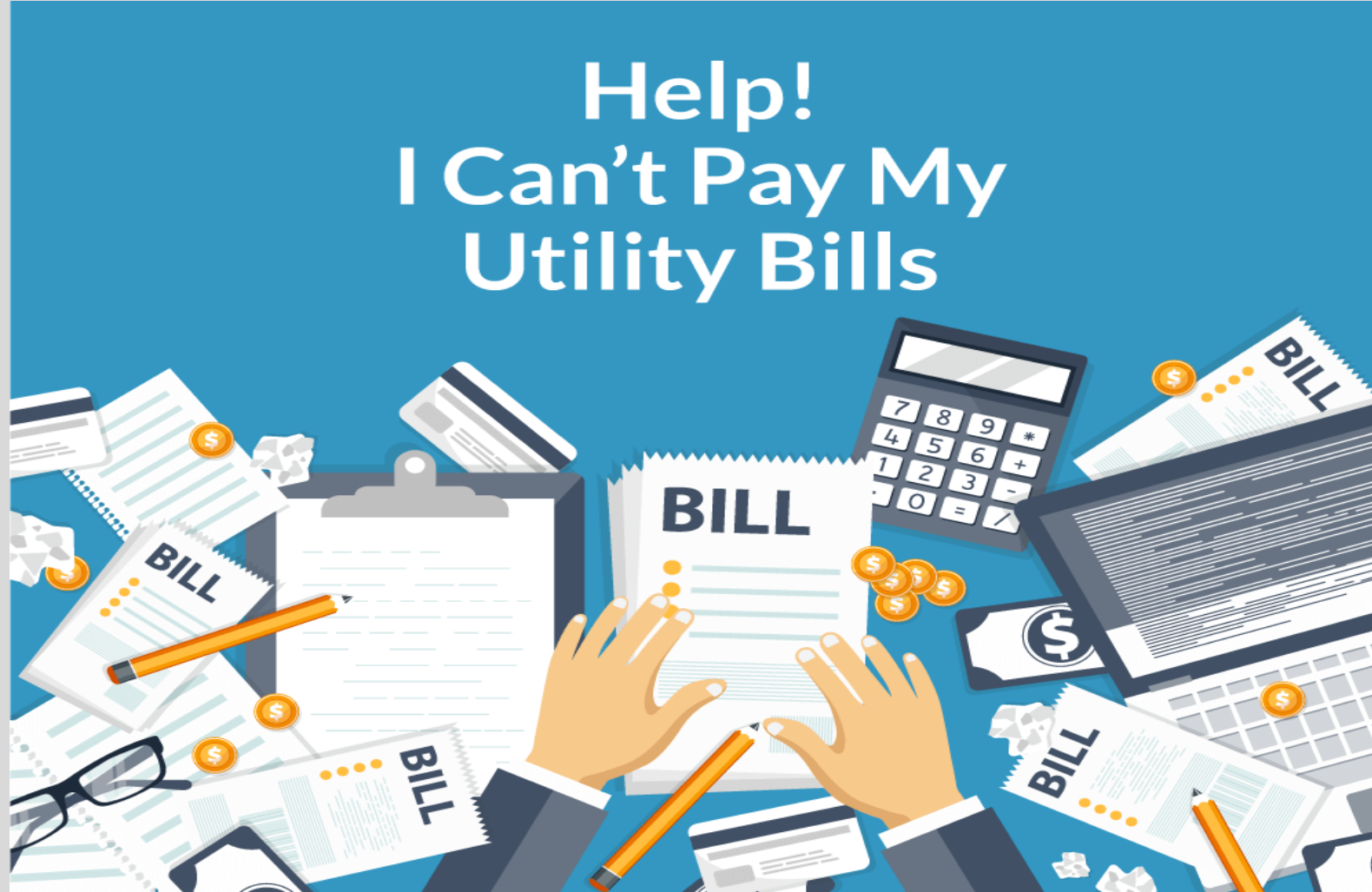


- Included in Rate Ordinance
- Benefits and administrative costs budgeted annually

## Low Income Credit Accounts by Fiscal Year



# Water Assistance Fund





# Benefits



- Grant award up to \$150.00
- LIC participants may receive grant up to \$300 to remain on program



# Eligibility



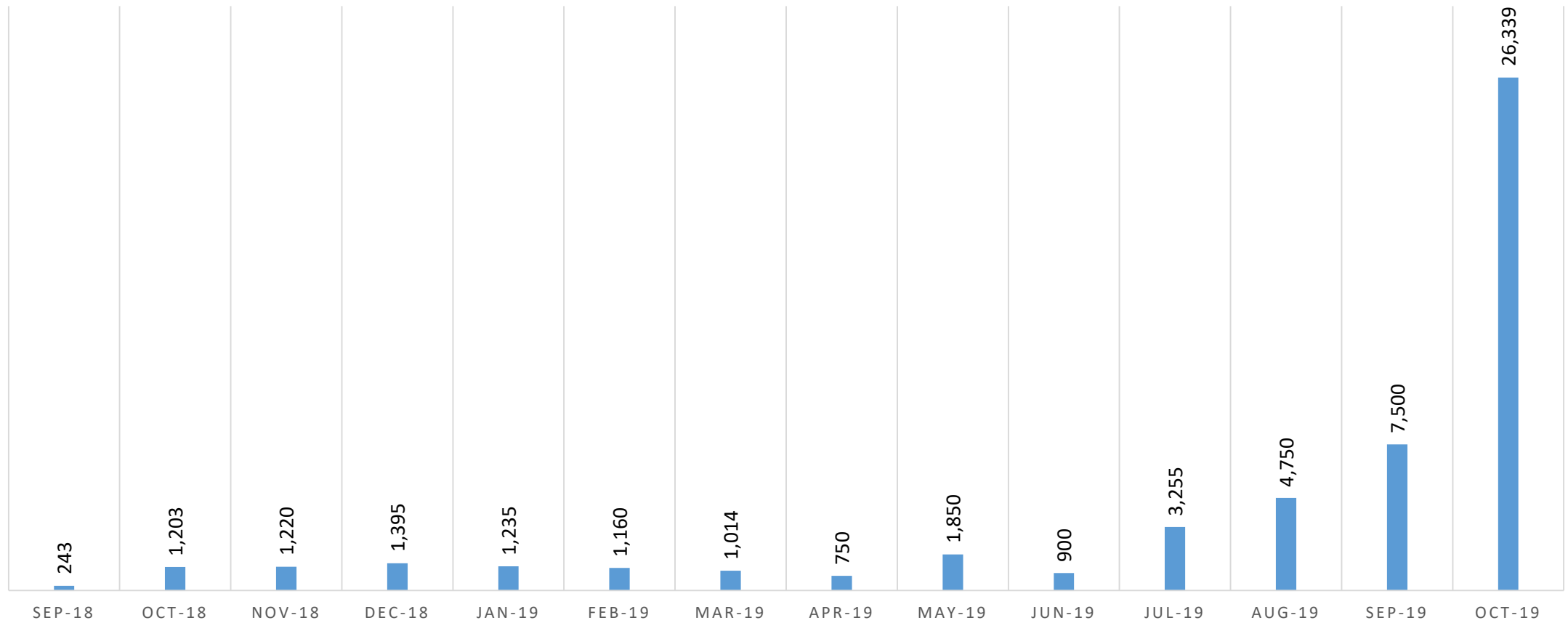
- Property owner-occupant OR tenant
- Income is at 150% of poverty level
- Must have had a qualifying emergency condition in the past 6 months
- Account is past due
- Has not received WAF grant in last 12 months

# Funding

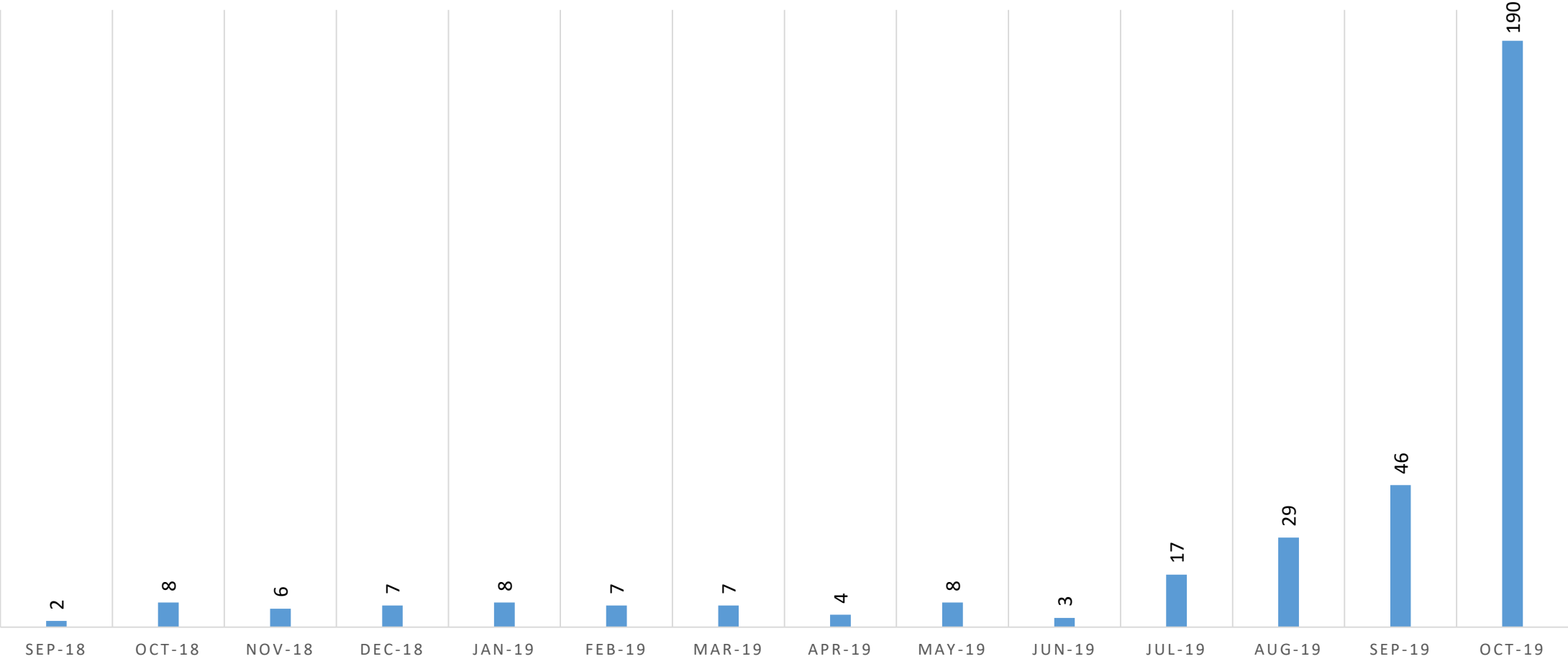


- **Customers** donate with their bill payments
- **Employees** donate through United Way
- **Board Members** authorize additional funds

# Water Assistance Fund - Dollars



# Water Assistance Fund - Grants



# Customer Assistance Program Partners

