

## **LOW INCOME UTILITY ASSISTANCE PROGRAM FACT SHEET**

### ***What is the Low Income Utility Assistance Program?***

The City's Low-Income Utility Assistance program consists of three plans:

- ❖ Rate assistance: Enables eligible customers to obtain a 15% reduction on their monthly utility bills for sewer and water charges.
- ❖ Payment assistance: Allows eligible customers who are experiencing financial difficulties to receive payment assistance once during a 24-month period.
- ❖ Retrofit assistance: Provides customers who are receiving either rate assistance or payment assistance with help in planning their daily water needs through a variety of conservation methods.

### ***How do you know whether you are eligible to receive assistance?***

A customer is eligible to receive **rate assistance**

If the bill is in their name

If the bill is for an individually metered residence

If the applicant resides at the service address

And they receive one or more of the following at their current address:

- ❖ Aid to families with Dependent Children (AFDC)
- ❖ Veterans and Survivors Pension Benefits
- ❖ Supplemental Social Security and/or State Supplemental Payment (SSI/SSP)
- ❖ Food Stamps
- ❖ Participation in either The Gas Company's, The Garbage Company, PG&E's or SBC's rate assistance programs

The **Economic Opportunity Commission (EOC) administers the Payment Assistance program**. This plan is designed specifically for income eligible customers experiencing difficulty in paying their City utility bill. This program is dependent on citizen participation in the form of contributions. The City will match citizen contributions up to \$1,000 per year.

Once a customer is receiving either rate or payment assistance, their utility account will be forwarded to Water Conservation for review and scheduling of a home water consumption survey. Based upon the survey results, Water Conservation may recommend that ultra low-flow toilets, showerheads, and faucet restrictors be installed. Additionally, information regarding water conservation will be provided to the customer to help them plan their daily water needs.

### ***How do you apply for these programs?***

In order to apply for rate assistance, an application form has to be completed and returned together with proof of eligibility to: City of San Luis Obispo, Finance Department, 990 Palm Street, SLO, CA 93401. After verification of eligibility, a 15% rate reduction will be applied to your utility account for all future billings. You can request the form at the Finance counter at City Hall, on line at <http://www.slocity.org/finance/download/low-inc-application.pdf> or call 805 781-7133.

To apply for the Payment Assistance program, please contact the Economic Opportunity Commission at 541-4122. They will schedule an appointment to determine income eligibility and account status.

If you are receiving assistance from either of the two programs, you will be contacted by Water Conservation to schedule a home water consumption survey.