



New Low-Income Rate Assistance (LIRA) Program Helps Low- and Fixed-Income Customers

Along with water rate changes that are proposed to go into effect on July 1, 2020, the District approved a program to assist low- and fixed-income customers with their water bills.

This program, available to eligible low-income customers, provides a credit on their two-month billing cycle of \$15 per bill or \$90 per year.

Program Summary

- **Eligibility.** A direct water customer who holds a single-family residential account and is eligible for PG&E's income-based CARE program is eligible for the District's Low-Income Rate Assistance Program. This excludes customers that are served by a master meter or who do not have an account with the District.
- **Application.** Customers are required to submit an application and provide a copy of their most recent PG&E bill with the District's Consumer Services Billing Department to sign up for the program. The applications will be available beginning on June 1, 2020.
- **Notification Requirement.** Customers in the Rate Assistance Program must notify the Water District if their income changes and they no longer qualify for the PG&E CARE program.
- **If You Have Questions,** please contact customer service at **415-897-4133**

Additional Background Information

Source of the Funding. The District must comply with legal requirements that it not use revenue from one class of customers to pay or subsidize the costs of another class of customers, including low- and fixed-income customers. The District may, however, use non-rate revenue to pay for the low-income assistance program and has identified approximately \$85,000 in rent and lease income that it is using to fund the program.

Estimated Number of Participants. Based on an anticipated participation rate of approximately 4 to 4.5%, the number of customers that will take part in the program is estimated to be about 800. This total was derived by reviewing participation levels of similar programs run by other public agencies. At this participation level, the non-rate revenue provided by rent and leases will cover the cost of the program.