



999 Rush Creek Place  
 P.O. Box 146  
 Novato, CA 94948-0146

PHONE  
 415-897-4133

EMAIL  
[billing@nmwd.com](mailto:billing@nmwd.com)

WEB  
[www.nmwd.com](http://www.nmwd.com)

## Low-Income Rate Assistance (LIRA) Program Application

North Marin Water District offers a water bill discount to assist customers who are deemed to be in financial need. The LIRA discount is available to water customers in the Novato and West Marin Service Territories and will serve as a \$15 reduction per bi-monthly water bill. This policy is effective on July 1, 2020. Please fill out the application below for eligibility and send via email to [billing@nmwd.com](mailto:billing@nmwd.com) or mail to PO Box 146 Novato, CA 94948.

### CUSTOMER INFORMATION

ACCOUNT NUMBER:	PHONE NUMBER:
NAME (AS APPEARS ON BILL):	
SERVICE ADDRESS:	
MAILING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS):	
EMAIL ADDRESS:	

### CUSTOMER AVAILABILITY

The program is available to low income single-family residential customers who are already enrolled in the Pacific Gas & Electric (PG&E) California Alternate Rates for Energy (CARE) Program for their energy bill. Customers with a master meter or who do not otherwise have an account with the District are excluded. The person applying for the program must be the NMWD customer of record. Family members, neighbors, or landlords cannot act on behalf of another customer.

### ENROLLMENT PROCESS

Qualified customers will fill out an application and provide a copy of their current PG&E bill which shows enrollment in the PG&E CARE Program. The application can be submitted via email to [billing@nmwd.com](mailto:billing@nmwd.com), mailed to the office or in-person. The application must be approved by the Consumer Services (CS) Supervisor or Auditor/Controller. Once approved the CS Department will add the discount code to the customer's account through the billing system.

### ELIGIBILITY CONFIRMATION

A customer's eligibility will be reconfirmed every other fiscal year at the beginning of the fiscal year, July 1st. A customer would be required to notify the Water District if their income level changes and they no longer qualify for the PG&E CARE program. Once enrolled a customer's discount will transfer automatically if they move to a new single-family residence served by the District within the Novato or West Marin Service Territories.

**"I state that the information I have provided for the LIRA program application is true and correct."**

CUSTOMER SIGNATURE:	DATE:
For Office Staff Only:	
REVIEWED:	DATE:
APPROVED:	DATE: