

AR 9056 Low-Income Assistance Programs

Approved: February 15, 2018
Revised: November 21, 2019

The District's low-income assistance programs will be administered on a first-come first-served basis, subject to available authorized funding. In order to qualify for an assistance program, the customer must: (1) be receiving a discount through the PG&E California Alternate Rates for Energy (CARE) Program for the same service address and name reflected on their EID account; and (2) satisfy any other criteria, terms, or conditions that the District establishes for the program.

To apply for the District's low-income assistance program, customers must complete and sign an application with the District and agree to and abide by all the program's terms and conditions. If District staff determines that the customer is eligible for the program and there is sufficient available authorized funding for the program, the customer will be approved for the program. Once approved, customers will receive low-income assistance, subject to available funding and the program terms, for a period of two years. To remain eligible for the program, the customer must keep their EID account in good standing by keeping the account current or entering into a payment arrangement authorized by District staff.

Should the customer's account balance become delinquent 120 days or more and a lien be recorded against the property, the customer's account will be removed from the assistance program and the customer will be ineligible to reapply for low-income assistance on any property served by the District for 12 months from the date of recorded lien. Customers may reapply only if the account remains in good standings during that 12-month period.

It is the responsibility of the customer to reapply every two years. If at any time the customer is removed from the PG&E CARE program or has any change to the household income that could affect their eligibility, the customer must notify the District immediately. Failure to notify the District may result in the back-billing to the EID account in the discount amount received with the low-income assistance program during the non-qualifying period and the customer will be ineligible to reapply for assistance at any property served by the District for a period of 12 months.

The District's low-income assistance programs are established at the discretion of the District's Board of Directors. Participation in an assistance program does not create or confer an entitlement to continued assistance. The low-income assistance program is subject to the availability of authorized funds for the program. If the District determines that there are insufficient funds for the program, or determines that changes to the program are desired, the District may modify or terminate the assistance program.