

Low-Income Program FAQ

- Q. I live in the home and the PG&E bill is in my name but I'm not listed on the EID bill. Can I still apply?**
- A. No-The EID bill must be in the same name as the PG&E bill receiving the CARE discount.
- Q. I own a multi family residence, can I receive the discount?**
- A. No-This program is only for single family residential sewer customers.
- Q. I am not on the PG&E CARE program but I am on another program with PG&E and am low income, can I apply?**
- A. No-At this time we are only authorizing customers that receive a discount through PG&E's CARE program.
- Q. I am not an EID wastewater customer but I am receiving a discount through PG&E's CARE program. Is there another program available through EID to receive low-income assistance?**
- A. No-At this time the current program is only for up to 1,500 qualifying single family residential customers who have wastewater service through EID.
- Q. If approved, how long does it take to begin receiving the discount and how will I be notified?**
- A. Applications can take up to 4 weeks to process. You will receive a letter by mail advising you if you have been enrolled in the program or not.
- Q. If I am denied how soon can I reapply?**
- A. As long as funding is still available and the program has not reached capacity you may reapply right away if you meet all eligibility requirements
- Q. Once approved how long will I remain on the program before I have to reapply?**
- A. Customers approved will remain on the program for a period of two years, subject to funding and board approval. Customers will be notified approximately 30 days prior to their expiration date informing them of the need for them to reapply.
- Q. If I am approved to receive the discount can it be retroactive to past bills?**
- A. No. The discount will be applied towards future bills only.
- Q. Where on my EID bill will I be able to see the discount?**
- A. The \$25 credit will be reflected in the SEWER detail portion of your bill and the line item will show as LOW INCOME DISCOUNT.
- Q. Is this program permanent or can it be suspended at any time?**
- A. The current program is a pilot program approved by the EID Board of Directors and can be suspended at any time. The program and its requirements will be reviewed on an annual basis by the Board.