

Services of the San Francisco Public Utilities Commission

# Community Assistance Program Application For Residential Single-Family Customers



Page 1 of 2

Thank you for your interest in the Community Assistance Program (CAP). Upon approval of your application, qualifying single-family residential accounts are eligible to receive a 15% discount on water and a 35% discount on wastewater (sewer) service charges.

#### **Program Rules**

- The water and sewer bill must be in your name.
- You must be a full-time resident at the address where the discount will be received.
- You must only have one water service account with the SFPUC.
- You may not be claimed as a dependent on another person's tax return.
- You must pay your bills by the due date.
- Your total household income must not exceed income guidelines.
- You must participate in a Water-Wise Evaluation to be enrolled in the program and agree to a post enrollment evaluation if your water use exceeds an acceptable range of daily water use per household occupant.
- You must provide access to all water-using areas/fixtures on the property including any basement areas, in-law units, and landscaped areas at the time of the Water-Wise Evaluation.
- You agree that if a water leak occurs at your residence, you will make timely repairs.
- You must notify the SFPUC immediately if your household no longer qualifies for the discount.
- You must renew your complete eligibility application every two years.

#### **SFPUC Income Guidelines** Effective July 1, 2013 Household income must not exceed income guidelines to qualify Number of persons Total combined in household annual income 1 or 2 \$31,020 3 \$39,060 4 \$47,100 5 \$55,140 Each additional \$8,040 person, add

#### **Eligibility Guidelines**

SFPUC requires verification of household income and occupants. Household income is defined as the combined gross income of ALL persons who live in the household, whether taxable or non-taxable. Gross income includes, but is not limited to the total income from: wages, salaries, pensions, unemployment benefits, disability payments, workers compensation, profit from self-employment (IRS Form 1040 Schedule C), child or spousal support, interest or dividends from savings accounts, stocks, bonds, retirement accounts, rent or royalty income, cash income or gifts, scholarships, grants, or other aid used for living expenses, insurance or legal settlements, Social Security, SSI, SSP, food stamps, or TANF (AFDC).

Anyone receiving the CAP discount and found to be in violation of program rules will be removed from the program and may be liable for repayment of the discount from the time that the discount was received.

After thorough review of program eligibility, applicants meeting the criteria are required to participate in a free water conservation home evaluation. The SFPUC's Water-Wise Evaluation is conducted by a trained water conservation specialist who may provide free efficient plumbing devices, help identify costly plumbing leaks, and show you ways to reduce water use. For a complete program description, visit **www.sfwater.org/conservation** or call (415) 551-3000

#### To Apply

Submit an application along with your most recent, signed copy of your Federal Tax Return. Please submit all pages of the Tax Return.

If your Federal Tax Return is not available, enter the reason below, and include all applicable documents listed with your application: Social Security Benefit Statement; or copy of Social Security Check or SSI Check; or W-2 forms; or Award Letter for CALWORKS, CAPI, General Relief, or Food Stamps; or two (2) consecutive paycheck stubs; or Unemployment Benefits statement.

### Step 1

Each household member must submit their own income documentation. All household members without income should be listed as dependents on the Federal Tax Return of another household member.

If submitting documentation other than a Federal Tax Return, you must submit proof of occupancy for every household member listed in the application. Proof of occupancy includes but is not limited to recurring bills, bank statements, or other types of correspondence that include the name of the household member and the service address of the water bill.

Send copies of the requested documentation, as your documents will not be returned.

Incomplete applications will not be processed.



Public Utilities Commission

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## Step 2

Once SFPUC has reviewed your application and determined the household's eligibility to participate in the CAP program, a letter will be sent to the service address notifying you to contact the Water Conservation section to schedule a Water-Wise Evaluation. You have 30 days from the date of the notice to contact the department to schedule a site visit to your home. The Water-Wise Evaluation must be completed before the CAP application can be approved.

When the applicant has completed the home evaluation and has made repairs to any leaks identified at the property, the household will start receiving a 15% water and a 35% wastewater discount. It may take up to two (2) full 30-day billing cycles to start receiving the discount.

NOTE: In-home water efficiency evaluation services are provided for educational purposes. The efficiency and performance of existing plumbing fixtures do not affect your household's ability to qualify for the CAP discount.

SFPUC Customer Account Number	<b>Your Name</b> (As sh	own on your water and sewer bill)	
Your Home Address			
( )	( )		
Home Telephone	Other Telephone		
Total Number of Persons Living in My Househ	old:		
List Household Member Name	Relationship to Applicant	List Total Income from All S for each Household Membe	
Total Money Received Annually by My Household Is (Zero Not Accepted):		\$	
NOTE: If you need additional lines, please atta income (i.e., children, elderly, non-working), plincome. Additional proof of occupancy may be a submit a copy of your most rec	ease write the full name for each perso ne required.	on on the attached worksheet and indic	
<b>Declaration:</b> By signing below, I certify the provided in this application is true and correctligibility for the discount. I also agree to provide household residents. If I fail to provide the infector required to repay the discount received. I and agree to provide any information request Wise Evaluation. Once I am notified that I am Evaluation within the stated guidelines above Wise Evaluation.	ect. I agree to notify the SFPUC immer vide proof of income for everyone living ormation requested, or received the dis understand that following enrollment sted. I agree I may forfeit CAP participa eligible for the CAP Program, I agree to	diately of any change in my househo in the household and proof of occupa scount when my household was not elit, my account may be selected for raistion if I decline or do not participate o schedule and complete a free in-hold	old that affects ancy for all igible, I may ndom review in a Water- me Water-Wise
X		/ /	
Customer Signature ☐ check if guardian or	power of attorney	/ / / / /	
	sco Water, Power and Sewer Services, Attention: CAP Program n Gate Avenue, Second Floor, San Fra	ancisco, CA 94102	