San Francisco Water Power Sewer

Services of the San Francisco Public Utilities Commission

Community Assistance Program Application
For Residential Single-Family Customers

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 combined household gross income must not exceed income guidelines.
- Your total annual bills must not exceed 5% of your total combined gross income.
- You must participate in a Water-Wise Evaluation to be enrolled in the program.
- Your water use should not exceed the acceptable range of daily water use per household occupant as determined by SFPUC.
- 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, 2014
Household income must not exceed income guidelines to qualify

Number of persons in household	Total combined gross annual income
1 or 2	$31,460
3	$39,580
4	$47,700
5	$55,820
Each additional person, add	$8,120

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, gross income from self- employment (IRS Form 1040 Schedule C), child or spousal support, proceeds-sales price (IRS Form 1040 Schedule D), 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

Step 1	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 on page two, 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. 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. **Please allow 4-6 weeks to process your application. Incomplete applications will not be processed.**

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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: Water-Wise 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 _____

Your Name (As shown on your water and sewer bill) _____

Your Home Address _____

Home Telephone (_____) _____

Other Telephone (_____) _____

Total Number of Persons Living in My Household: _____

List Household Member Name	Relationship to Applicant	List Total Income from All Sources for each Household Member
Total Money Received Annually by My Household Is (Zero Not Accepted):		$

NOTE: If you need additional lines, please attach a separate sheet. For any dependents or other individuals in your household without income (i.e., children, elderly, non-working), please write the full name for each person on the attached worksheet and indicate no income and provide proof of occupancy.

If you did not submit a copy of your most recent Federal Tax Return, state the reason:

_____

Declaration: By signing below, I certify that I meet all criteria listed under the Program Rules and that the information I have provided in this application is true and correct. I agree to notify the SFPUC immediately of any change in my household that affects eligibility for the discount. I also agree to provide proof of income for everyone living in the household and proof of occupancy for all household residents. If I fail to provide the information requested, or received the discount when my household was not eligible, I may be required to repay the discount received. I understand that following enrollment, my account may be selected for random review and agree to provide any information requested. I agree I may forfeit CAP participation if I decline or do not participate in a Water- Wise Evaluation. Once I am notified that I am eligible for the CAP Program, I agree to schedule and complete a free in-home Water-Wise Evaluation within the stated guidelines above. I understand that the CAP discount will not be approved until completion of the Water- Wise Evaluation.

X _____ _____/_____/_____

Customer Signature -- check if guardian or power of attorney **Date**

Mail completed application to: **San Francisco Water, Power and Sewer**
Customer Services, Attention: CAP Program
525 Golden Gate Avenue, Second Floor, San Francisco, CA 94102

The SFPUC will respond to applicants with a letter indicating application status. For more information, call **(415) 551-3000.**

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