

Need Help Paying Your Bill During COVID-19? We're Here To Help.

Facts About the San Francisco Public Utilities Commission's Emergency Customer Assistance for COVID-19 Relief

Caring for the communities that we serve has been a long-time commitment of the San Francisco Public Utilities Commission (SFPUC). We understand that during these difficult times more customers may find it challenging to pay their bills.

If you recently lost your job due to COVID-19 or the shelter in place order, you may be eligible for these discounts through our recently-expanded Customer Assistance Program for residential customers:

- 15% off of your water bills
- 30% off of your Hetch Hetchy power bills
- 35% off of your sewer bills

This is a temporary program, retroactively effective from March 4, 2020, that is designed to help eligible customers who have been impacted by COVID-19. Enroll today by completing an online application form at bit.ly/bills-covid19*. If you were already low income before this crisis began, you may also consider applying for discounts that will not expire at the end of the emergency through these separate Customer Assistance Programs for Water/Sewer and Hetchy Power.

As a part of emergency measures we've taken to help our customers in need, we have also suspended water and power shut offs due to late payments, postponed liens and collections, waived late fees, and provided rental payment deferrals for tenants of our facilities.

**Discounts provided under the expanded program will continue until September 4, 2020 and may be subject to change or suspended at any time.*

Note that this temporary program is not available for customers enrolled in CleanPowerSF. For electricity bill discounts and financial assistance available to CleanPowerSF customers, please visit: cleanpowersf.org/lower-your-bill.

FAQs

Who is eligible to participate?

Residential water/sewer and Hetch Hetchy Power customers who have been financially impacted by COVID-19 or the shelter in place order, with a maximum household income under 200% of the San Francisco Area Median Income. Discounts are only available for your primary residence, and your account must serve your residential unit only. This discount is not available for multi-unit residential accounts. Please see the application for details.



How do I sign up?

Visit sfwater.org/bill-covid19.

How much will I save?

Eligible customers can save 15% off of water, 30% off of power, and 35% off of their sewer bills.

Is my information secure?

Yes. Your privacy is important to us. The SFPUC will keep your information confidential and use it only to determine eligibility for the program.

How long will it take for my discounts to take effect?

Applications will be processed as they are received. Once you've applied, you'll receive an email or letter confirming that we've received your application. It may take approximately two weeks to hear from us regarding your eligibility for discounts.

Are there other savings or relief programs offered by the SFPUC?

Yes, more information is available at sfwater.org.

How does this relate to the normal cap program?

If you qualify for our normal CAP program, we encourage you to apply for that program instead, which lasts longer than the CAP COVID19 emergency program that ends this September. If you have already been approved for the normal CAP program, there is no need to apply for the emergency CAP.

What happens at the end of the program?

All discounts will end and you will be responsible for paying your normal bill. If you are still experiencing difficulty paying in September, you may consider applying for our normal CAP program or you may contact our Customer Services to discuss payment options.