

## Enroll Today by Completing an Online Application

### Emergency Business/Non-Profit Customer Assistance Program Overview

Caring for the communities that we serve has been a long-time commitment of the San Francisco Public Utilities Commission (SFPUC). Now more than ever our communities are struggling and we understand that more customers may find it challenging to pay their bills. If your small business or non-profit is experiencing financial hardship due to the COVID-19 pandemic, you may be eligible for a 20% reduction on your water and sewer bill.

This program is available for a limited time. Applications will be accepted until June 30, 2021 or until funding is exhausted, whichever occurs first (“Application Deadline”). Please note that with limited program funds, this program may be suspended or terminated at any time.

Once approved, you will receive a 20% discount on your SFPUC water and sewer bill for a period of six months.

Our communities come first. As always, flexible payment plans are available for customers by calling (415) 551-3000. The SFPUC has also suspended water and power shut offs due to late payments, postponed liens and collections, waived late fees, and provided rental payment deferments for tenants of our facilities.

## FAQs

### Who is eligible for this emergency discount program?

To qualify for this program, you must:

- **Have a San Francisco Public Utilities (SFPUC) water and wastewater account for your small business or non-profit.** You must have an active, standard water and wastewater account that is not for residential or municipal use. Discounts are not available for private fire accounts;
- **Have an account in the name of your business or nonprofit or in the name of its owner or manager.** Landlords or property managers cannot apply on behalf of their tenants, although a property management company may apply for a discount for their own offices used by only their direct employees;
- **Have experienced a loss of revenues related to COVID-19 or the shelter-in-place orders and be experiencing financial hardship and difficulty paying your water and sewer bills.** Income loss may be caused by restrictions on your ability to operate (such as shelter-in-place orders), reduced customers or business during shelter in place (even if you were allowed to remain open), or illness of yourself or your employees requiring your business or non-profit to close;
- **Have had a maximum of 50 full-time equivalent employees before the shelter-in-place order began (March 16, 2020)**

across the entire business or nonprofit, including locations outside of San Francisco.

### What is a standard, non-residential, non-municipal customer account?

If you only pay a single water/wastewater bill for a commercial space, you likely have a qualifying account. Some customers may have additional separate water accounts for irrigation systems or private fire sprinklers. These special accounts are not eligible, except where the irrigation account is the customer's only or primary water account (a “primary” account is defined as representing >80% of the customer's total annual water volume).

### How do I sign up?

Visit [sfwater.org/commercialCOVID](https://sfwater.org/commercialCOVID) to fill out a digital application. Paper applications are also available in multiple languages and can be mailed in. Visit [sfwater.org/commercialCOVID](https://sfwater.org/commercialCOVID) or call 415-551-3000 for assistance.

### How much will I save?

Eligible customers can save 20% off of water and 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 that I could apply for?

Yes, you may also consider applying for our bill discount programs for residential customers in need. Please click here for an overview of available programs: [sfwater.org/billrelief](https://sfwater.org/billrelief). We also have a host of rebate and incentive programs that you can read about here: <https://sfwater.org/index.aspx?page=129>.

### What happens at the end of the program?

All discounts will end and you will be responsible for paying your normal bill going forward.

### My business isn't open yet so I don't need discounts right now, but I may in the future! What should I do?

Applications will be accepted until June 30, 2021 or until funding is exhausted, whichever occurs first.

## Commercial Customer Assistance for COVID-19 Application

The Commercial Customer Assistance Program for COVID-19 Relief provides utility bill discounts for small businesses and nonprofits with fewer than 50 employees before the start of shelter-in-place (March 16, 2020) who have lost revenues due to COVID-19 or the shelter-in-place orders. Qualified customers can receive 20% savings on their water and wastewater bill. Applications will be accepted until June 30, 2021 or until funding is exhausted, whichever occurs first (“Application Deadline”). With limited program funds, this program may be suspended or terminated at any time. To qualify for this program, you must:

- Have a San Francisco Public Utilities Commission (SFPUC) water and wastewater account for your small business or nonprofit. You must have an active, standard water and wastewater account that is not for residential or municipal use. Discounts are not available for irrigation systems or private fire sprinklers except where the irrigation account is the customer’s only or primary water account (a “primary” account is defined as representing >80% of the customer’s total annual water volume);
- Have an account in the name of your business or nonprofit or in the name of its owner or manager. Landlords or property managers cannot apply on behalf of their tenants, although a property management company may apply for a discount for their own offices used by only their direct employees;
- Have experienced a loss of revenues related to COVID-19 or the shelter-in-place orders and be experiencing financial hardship and difficulty paying your water and sewer bills. Income loss may be caused by restrictions on your ability to operate (such as shelter-in-place orders), reduced customers or business during shelter in place (even if you were allowed to remain open), or illness of yourself or your employees requiring your business or non-profit to close;
- Have had a maximum of 50 full-time equivalent employees before the shelter-in-place order began (March 16, 2020) across the entire business or nonprofit, including locations outside of San Francisco.

**Please fill out the fields below to apply.**

\* = Required

<p><b>*Customer Name:</b> <i>Exactly as shown on your latest bill</i></p>	<p><b>*SFPUC Account Number:</b> <i>10 digit number, exactly as shown on your latest bill</i></p>
<p><b>*Service Address (not the mailing address):</b> <i>Exactly as shown on your latest bill</i></p>	
<p><b>*City:</b> <i>Exactly as shown on your latest bill</i></p>	<p><b>*Zip Code:</b> <i>Exactly as shown on your latest bill</i></p>
<p><b>Email:</b> <i>Please provide email, if available, for faster communication about whether you are approved for the program</i></p>	<p><b>*Phone Number:</b></p>
<p><b>*How have your revenues been impacted by COVID-19 or the shelter-in-place order? (select all that apply):</b></p> <p><input type="checkbox"/> Business/office closure or inability to operate due to shelter-in-place restrictions</p> <p><input type="checkbox"/> Fewer customers, sales, or donations during shelter-in-place</p> <p><input type="checkbox"/> Inability to work due to owner’s or employees’ illness or suspected illness</p>	
<p><b>*Previous MONTHLY revenues (enter numbers only without commas):</b> <i>Enter your average monthly gross receipts before the impact of COVID-19 and the shelter-in-place order. Include all revenue sources, including sales, services, dealings in property, interest, rent, royalties, dividends, fees, and commissions. This value can be calculated using your 2019 SF Gross Receipts filing to the SF Tax Collector or from Jan-Feb 2020 records.</i></p>	

**\*Current MONTHLY revenues (enter numbers only without commas):** Enter your average monthly gross receipts after the impact of COVID-19 and the shelter-in-place order (after March 2020). Include all revenue sources, including sales, services, dealings in property, interest, rent, royalties, dividends, fees, and commissions.

**\*Number of employees (enter numbers only):** Include employees at ALL locations or offices, including those outside of San Francisco.

How did you hear about our program? (select all that apply):

- |   |   |
|---|---|
| <input type="checkbox"/> Advertising in newspapers or radio         | <input type="checkbox"/> Office of Economic and Workforce Development |
| <input type="checkbox"/> Social Media                               | <input type="checkbox"/> SFPUC Website                                |
| <input type="checkbox"/> Materials sent with my bill                | <input type="checkbox"/> Other Press or Media                         |
| <input type="checkbox"/> District Supervisor's Newsletter           | <input type="checkbox"/> Materials dropped off at my home or business |
| <input type="checkbox"/> Community Based Organization or Non-profit |   |

How would you describe yourself? (select all that apply):

- |   |  |
|---|--|
| <input type="checkbox"/> Asian  | <input type="checkbox"/> Native Hawaiian or Other Pacific Islander |
| <input type="checkbox"/> Black or African American                      | <input type="checkbox"/> White                                     |
| <input type="checkbox"/> Filipino                                       | <input type="checkbox"/> Middle Eastern or North African           |
| <input type="checkbox"/> Indigenous, Native American or American Indian | <input type="checkbox"/> Multi-racial                              |
| <input type="checkbox"/> Latino, Latinx or Hispanic                     | <input type="checkbox"/> Other                                     |

Is there additional information you would like to provide?

By signing my name here, I declare under penalty of perjury that:

- I am the account holder or utility customer whose name appears in this application or I am authorized under the laws of this State to sign legally binding documents on behalf of this account holder or utility customer.
- The customer for which I am signing has experienced revenue loss related to COVID-19 or the shelter-in-place order and is experiencing financial hardship and difficulty paying their water/sewer bills. This revenue loss was caused by the inability to operate due to legal restrictions; reduced customers, sales, or donations during shelter-in-place; or inability to work due to owner's or employees' illness or suspected illness.
- All the information I have provided in this application is true and correct to the best of my knowledge.
- I understand that this is a temporary program related to the COVID-19 emergency that may be suspended or terminated at any time; I understand that due to limited funding, applications will be accepted and discounts will be provided on a first-come-first-served basis.
- I understand that I may be asked to provide documentation of revenue loss and financial hardship upon request, and that if I am found to have provided false information, I will be required to pay back any discounts received.
- I agree to notify the SFPUC immediately if I am no longer experiencing financial hardship so that I will be removed from the program, ensuring resources are available to those who need them most.

**\*Print Name:** \_\_\_\_\_

**\*Signed: [Name Here]** \_\_\_\_\_