



## **Low Income, High Bill Assistance Program**

### **Post-leak water bill credit**

#### **ELIGIBILITY:**

- Repairs must be made on after February 1, 2020. This program is not retroactive.
- Single-family homes or condos with a designated meter (1 meter:1 condo) only.
- Applicant must pay water bill directly to DWA or be submetered and billed for water use.
- Resident must qualify for Help2Others program ([www.unitedwayofthedesert.org/help2others](http://www.unitedwayofthedesert.org/help2others)).
- Account must show higher than normal use for the billing period (2.5x higher than normal for the same month – normal being the average of the 3 prior years)
- Repairs to plumbing, toilets, irrigation system, valves and smart controllers are acceptable.
- Credit not available for customers who simply overwatered or incorrectly set irrigation timer.
- Resident must have proof of repair.
- Limited funding available on a first come, first served basis.

#### **CONDITIONS:**

- DWA will apply the credit to two consecutive bills maximum.
- The credit will only credit additional water use (above normal levels). The resident must still pay for the typical bill and any past due/other charges.
- Residents are eligible for assistance twice in a twelve-month period if they have proper documentation and two separate instances of high bills.
- Resident must provide receipt or invoice for proof of leak repair.
- Resident must have qualified (or requalified) for Help2Others program within the past 24 months.
- Past water use will be based on the same month previous 3-years of water use at the property (example: March 2020 will be compared to an average of March 2019, 2018 and 2017).
- The credit may not appear on the same bill as the high water use due to bill timing.
- Credit is not guaranteed.

*Eligibility and conditions are subject to change.*