

Customer Assistance Program Application & Guidelines

| Applicant Information | | | |
|------------------------|--|---|--|
| Account Number | | Phone Number | |
| Name | | | |
| Service Address | | | |
| Email | | <input type="checkbox"/> Sign me up to receive my statements by email | |
| Signature | | Date | |

| For Office Use Only | | | | |
|---------------------|--|----------------------|--|-----------------------|
| Approved By | | Date Proc | | Effective Date |
| CSR | | Date Received | | |

About the CAP Program

The Customer Assistance Program (CAP) assists eligible low-income households with their water utility costs. The CAP is not subsidized by other ratepayers; instead, the District has funded this program from unrestricted rental income that the District receives every month through the rental of cellular tower space.

The CAP results in fixed savings each month and will appear on the customer's next water bill following the application approval date.

Application Process

Applications for the CAP are available on the District's website or Customer Service Counter. The application will require information that consists of name, address, email address, and current phone number. Applicants will be required to submit the application along with an attached copy of their most recent Southern California Edison or SoCalGas Company utility bill. If eligible, customers will receive the CAP deduction on their next utility bill. Retroactive adjustments are not permitted.

General Program Requirements

In order to qualify for the CAP, customers must be in need of financial assistance for home water utility costs. The CVWD CAP follows the income guidelines set each year by the Public Utility Commission (PUC), California Alternate Rates for Energy (CARE).

Only residential customers are eligible for participation in CAP and only one CAP discount per qualified applicant. Customers need to complete an application and bring in a copy of their most recent Southern California Edison or SoCalGas utility statements demonstrating their participation in the CARE programs. The CVWD customer of record must match the customer name on the Southern California Edison or SoCalGas utility statement. Customers receiving CAP may be required to recertify their eligibility at any time when requested or on an annual basis. Participants must notify CVWD within 30 days if they no longer qualify. If approved under the CVWD CAP, customers will receive a deduction of \$10.00 on their monthly billing statement.

| Household Size | Income Eligibility Upper Limit |
|---|--------------------------------|
| 1-2 | \$42,300 |
| 3 | \$53,300 |
| 4 | \$64,300 |
| 5 | \$75,300 |
| 6 | \$86,300 |
| 7 | \$97,300 |
| 8 | \$108,300 |
| Each Additional Person | \$11,000 |
| <i>Effective June 1, 2025 to May 31, 2026</i> | |