

**Estero Municipal Improvement District
Water/Wastewater Rate Assistance Program (W/WRAP)
Program Guidelines**

The intent of the Estero Municipal Improvement District Water/Wastewater Rate Assistance Program (W/WRAP) is to provide rate relief to account holders who demonstrate need. In recognition of increases in the Water and Wastewater Rates, the Estero Municipal Improvement District implemented this discount program to make rates more affordable for qualifying customers.

The following guidelines govern the specific procedures and qualifications for this incentive program.

1. About the Program

- a. **Effective Dates.** Funding for the program is authorized, and applications will be accepted as of July 1, 2020. Discounts will not be applied retroactively.
- b. **Discount Amount.** Customers meeting the eligibility and qualification requirements below shall be granted a discount of up to \$15 per month each on their qualifying Water and Wastewater accounts. In no case shall the discount exceed the amount of the monthly bill.
- c. **Discounts will be applied to accounts as of the month following enrollment into the program and will be in force for a two-year qualification period unless program is terminated. Requalification is required every two years.**

2. Customer Eligibility

- a. The EMID Water bill must be in the applicant's name.
- b. Applicant must reside at the address to which the discount applies.
- c. Applicant's home may not share a water meter with another home.
- d. Another person (besides the applicant's spouse) may not claim the applicant as a dependent on an income tax return.
- e. Applicant must demonstrate eligibility requirements and submit required documentation.
- f. The account must be in good standing.

3. Required Documentation.

- a. **Program Application -** Submit the most current version of the Program Application form, which can be found on the City of Foster City website: www.fostercity.org
- b. **Documentation of need under one of the following three qualification categories:**
 - A. **ENROLLMENT IN PG&E'S RATE ASSISTANCE CARE PROGRAM –** Submit a current PG&E bill showing enrollment in CARE program

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- B. PARTICIPATION IN PUBLIC ASSISTANCE PROGRAM(S) – Submit WIC voucher, recent award letter(s) OR letter of participation in one or more of the following program(s)
- Women, Infants, and Children (WIC)
 - CalFresh/SNAP (Food Stamps)
 - CalWORKs (TANF) or Tribal TANF
 - Head Start Income Eligible (Tribal Only)
 - Supplemental Security Income (SSI)
 - Medi-Cal for Families (Healthy Families A & B)
 - National School Lunch Program (NSLP)
 - Bureau of Indian Affairs General Assistance
 - Medicaid/Medi-Cal
 - Pacific Gas and Electric Company Low Income Home Energy Assistance Program (LIHEAP)
- C. MAXIMUM HOUSEHOLD INCOME THRESHOLD – Submit documentation of total of all household members' incomes from all eligible sources. Maximum qualifying total gross annual household income is listed in the most current W/WRAP application. Income sources include, but are not limited to the following:
- Wages
 - Salaries
 - Interest and dividends
 - Spousal and child support payments
 - Public assistance payments
 - Social Security and pensions
 - Housing and military subsidies
 - Rental income
 - Self-employment income
 - Employment-related, non-cash income

4. Other Program Requirements

- a. Program Participants must notify EMID within 30 days if the household no longer qualifies for the W/WRAP discount.
- b. Program participants must requalify every two years.
- c. Program participants must reapply if they move within the EMID Service Area.
- d. Program participants may be required by EMID to provide current proof of qualifying income at any time during enrollment in the program.
- e. EMID reserves the right to amend or modify qualification requirements for new or renewing participants at any time. Qualifications will not be altered for existing participants during their two-year qualification period.

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f. The incentive program may be terminated by the EMID at any time without notice.

5. Contact Information

All correspondence regarding this program should be addressed to:

Estero Municipal Improvement District
Water/Wastewater Rate Assistance Program
610 Foster City Boulevard
Foster City, CA 94404
utility@fostercity.org
(650) 286-3260