

WATER ASSISTANCE CHECKLIST

All documents must be submitted *with* your completed application. Please review the checklist *before* submitting your application package. THE FOLLOWING IS ONLY A PARTIAL LIST. PLEASE CALL THE OFFICE FOR ADDITIONAL INFORMATION.

**ALL DOCUMENTS MUST BE CURRENT WITHIN 30 DAYS OF THE APPLICATION DATE.
Please send copies. Originals will not be returned.**

Water Utility Bill:

- **All pages** of the Individual Water/Wastewater Bill, or Bundled Bill (which includes water/sewer). *If the bill is bundled with other non-water services, only water and wastewater and stormwater charges can be paid.*
- **Property Tax Statement:** For water services billed via property taxes, the applicant shall provide (1) a copy of the delinquency, notice or collection notice and (2) a copy of the delinquent property tax statement to identify the itemized charges.
- **Water Utility Included In Rent:** Copy of the utility bill for water services provided to the rental property occupied by the renter applicant.

Either **ONE** of the following:

1) Current CalWorks, CalFresh, or LIHEAP Benefits:

- **CALWorks/CALFresh:** Copy of current Notice of Action or Passport to Services printout.
- **LIHEAP Benefit Letter:** Copy of letter dated within the last 120 days.

OR

2) Current Gross Earnings for the last thirty (30) days for all household members

- **Examples:** Copy of current Wages, Unemployment or State Disability, SSI/SSA, Pension/Retirement, Self-Employment. See the LIHEAP Documentation Checklist on the website for a detailed list.
- **Household Members 18 years of age or older with Zero Income:** must complete CSD Form 43B Certification of Income and Expenses. **Zero Income Households:** must **also** complete a Statement of Financial Support Form, and include a copy of their rental agreement or mortgage statement, and a current bank statement. Visit the website: www.sjchsa.org to download the forms or pick them up in the lobby.

Proof of Identity and US Citizenship or Legal Residency:

- State identification (ID) card, Tribal identification (ID) card, Driver license, U.S. military card (front and back), Military dependent's ID card (front and back)
- US Birth Certificate | CA REAL ID | United States Passport (unexpired) | Certificate of Naturalization | Permanent Resident Card (unexpired)

FREQUENTLY ASKED QUESTIONS

Q: Must the utility bill be in my name to apply for help?

A: No, however the applicant must reside at the service address. **FOR WATER INCLUDED IN RENT:** The renter applicant, or a member of the household, must be a tenant on the lease.

Q: How long will it take to process my application?

A: Please allow 4 to 6 weeks for processing. There is no need to call the office. If your application is approved, a benefit payment will be issued directly to your utility company.

Q: How much do I qualify for?

A: The benefit amount maximum is \$2000 and is based on the customer's past due amount, current charges, fees and taxes, and other charges associated with the water or wastewater services identified on the customer's bill. For customers with utilities included in rent, the benefit amount is based on the amount indicated in the Landlord Agreement.

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PARA ASISTENCIA EN ESPANOL: Por favor llame a la oficina.