

Need Help Paying Your Bill During COVID-19? We're Here To Help.

Facts About the San Francisco Public Utilities Commission's Emergency Customer Assistance for COVID-19 Relief

Caring for the communities we serve has been a long-time commitment of the San Francisco Public Utilities Commission (SFPUC). We understand that during these difficult times more customers may find it challenging to pay their bills. If you have lost income due to COVID-19 or the Shelter-In-Place Order, you may be eligible for these discounts through our Emergency Customer Assistance Program for residential customers:

- 15% off of your water bills
- 30% off of your Hetch Hetchy power bills
- 35% off of your sewer bills

This is a temporary program which expires March 31, 2022, so don't wait to apply!

This program is designed to help eligible customers who have been impacted by COVID-19. Enroll today by completing an online application form at bit.ly/bills-covid19*

If you were already low income before this crisis began, you should consider applying for our standard Customer Assistance Programs (CAP) for **water and sewer** and **hetchy power** to receive discounts that will not expire at the end of the emergency. If you are a small business/non-profit customer, there is also a temporary Emergency Customer Assistance Program to discount your commercial water and sewer bills. Visit sfwater.org/billrelief for information about all SFPUC bill relief programs available to you.

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 deferrals for tenants of our facilities.

**Discounts provided under the Emergency Customer Assistance Program will end after March 2022 and may be subject to change or suspended at any time. Note that this temporary program is not available for customers enrolled in CleanPowerSF. For electricity bill discounts and financial assistance available to CleanPowerSF customers, please visit: cleanpowersf.org/lower-your-bill.*

FAQs

Who is eligible to participate?

Residential water/sewer and Hetch Hetchy Power customers who have been financially impacted by COVID-19 or the Shelter-In-Place

Order with a maximum household income under 200% of the San Francisco Area Median Income. Discounts are only available for your primary residence and your account must serve your residential unit only. This discount is not available for multi-unit residential accounts. Please refer to the application for details.

How do I sign up?

Visit sfwater.org/bill-covid19.

How much will I save?

Eligible customers can save 15% off of water, 30% off of power, and 35% off of their 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. Discounts will apply starting the next billing cycle after your application is approved. Customers will receive the discounts from the time of their application approval until March 31, 2022, and are guaranteed at least one month of discount from the date of application approval.

Are there other savings or relief programs offered by the SFPUC?

Yes, more information is available at sfwater.org/billrelief.

How does this relate to the normal Customer Assistance Program (CAP)?

If you qualify for our normal CAP program, we encourage you to apply for that program instead, which lasts longer than this temporary emergency program. If you have already been approved for the normal CAP program, there is no need to apply for the emergency program. Learn more at sfwater.org/billrelief.

What happens at the end of the program?

All discounts will end and you will be responsible for paying your normal bill. If you are still experiencing difficulty paying after program expiration, you may consider applying for our normal CAP program or you may contact Customer Services to discuss payment options. See all options available for bill relief at sfwater.org/billrelief or call Customer Services at (415) 551-3000, Monday to Friday, 8am to 5pm.

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

- I am the 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 utility customer.
- My household has experienced income loss related to COVID-19 or the shelter-in-place order, and I am experiencing financial hardship and difficulty paying my water/sewer bills and/or power bills. This income loss was caused by layoffs, reduced hours, or inability to work due to legal restrictions or 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 and that it may be suspended or terminated at any time.
- I understand that I may be asked to provide documentation of income 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.

***Signature:**

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 |

Mail completed application to:

San Francisco Water, Power and Sewer
Customer Services

Attn: CAP COVID19 Program

525 Golden Gate Avenue, 2nd Floor, San Francisco, CA 94102