

## Customer Assistance Program Guidelines

Thank you for your interest in Rockwood Water PUD's Customer Assistance Program. Below are the guidelines to help you understand the eligibility criteria and procedures for receiving assistance:

### 1. Eligibility Requirements:

- Applicants must be customers of Rockwood Water PUD with an active account.
- Assistance is available exclusively to single-family residences.

### 2. Types of Assistance Available:

- **Crisis Assistance:** Eligible customers may receive a one-time crisis assistance amount of \$150. This assistance is limited to once per year, defined as one year from the anniversary date of the last assistance provided.
- **Bi-Monthly Discount:** Eligible customers may receive a bi-monthly discount of \$25 on their water bill. This discount will continue for one year following the initial approval date. Customers must requalify annually to continue receiving this discount.

### 3. Funding Limitations:

- The budgeted amount for Fiscal Year 24-25 is \$60,000. Once this amount is exhausted, no further assistance will be provided until the next fiscal year.

### 4. Application Process:

- Customers can obtain an application:
  - Via email by contacting [customerservice@rwpud.org](mailto:customerservice@rwpud.org)
  - By mail by requesting one from our office
  - In person by visiting our office during business hours.
  - Online through our website at [rwpud.org](http://rwpud.org).

### 5. Assessment and Determination:

- Our staff will review all applications to determine eligibility based on the City of Portland's wage guidelines.
- Applicants will be contacted with the determination of their eligibility.

Please feel free to contact us at 503-665-4179 or [customerservice@rwpud.org](mailto:customerservice@rwpud.org) if you have any questions or need further assistance regarding our Customer Assistance Program. We are here to help ensure that eligible customers receive the support they need.

### Income Eligibility

| Household Size | Monthly Income | Yearly Income  |
|----------------|----------------|----------------|
| 1 person       | Under \$4,130  | Under \$49,560 |
| 2 person       | Under \$4,720  | Under \$56,640 |
| 3 person       | Under \$5,310  | Under \$63,720 |
| 4 person       | Under \$5,900  | Under \$70,800 |
| 5 person       | Under \$6,375  | Under \$76,500 |
| 6 person       | Under \$6,845  | Under \$82,140 |
| 7 person       | Under \$7,320  | Under \$87,840 |
| 8 person       | Under \$7,790  | Under \$93,480 |

For each additional person, add \$475 to monthly and \$5,400 to yearly income

Valid until July 2025