



**PALMDALE WATER DISTRICT**

A CENTURY OF SERVICE

## **PRESS RELEASE**

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**FOR IMMEDIATE RELEASE**

### **PWD'S RATE ASSISTANCE PROGRAM HELPS HUNDREDS OF CUSTOMERS**

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*Palmdale, CA* – More than 700 Palmdale Water District (PWD) ratepayers received financial help with their water bills in 2018 through the Rate Assistance Program (RAP).

RAP participants qualified for a 50 percent credit of the monthly service fee on their statements. The program, launched in 2015, aims to assist eligible seniors 62 and older, veterans of any age and low-income families with paying their PWD water bill. In the first year of the program, 289 customers qualified for assistance. It was followed by 686 ratepayers in 2016 and 723 in 2017.

“We are very pleased to see more customers taking advantage of this program,” said PWD Chief Financial Officer Michael Williams. “We’ve seen it steadily gain popularity since it started, and it is really helping those customers who need it most.”

To apply for the RAP, applicants must provide proof of income and be enrolled in the California Alternate Rates for Energy (CARE) program

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with Southern California Edison or Southern California Gas Company.

Applications are accepted between November and June each year and are offered on a first-come, first-served basis. New PWD customers can apply at the time they start service. Priority is given to veterans and low-income seniors. Customers must reapply every year.

“Our Customer Care Department does a great job of identifying and encouraging customers who may be eligible for the program to submit an application,” said Customer Care Supervisor Tara Rosati.

The RAP is budgeted for \$160,000 in 2019 and will assist qualified customers with half of the monthly service charge of \$37.77. PWD uses non-operating revenues, such as proceeds received from leasing District-owned property, to fund the program. No revenues from ratepayers are used for the RAP.

Since 1918, the Palmdale Water District has provided high-quality water at a reasonable cost. We pride ourselves on providing great customer service; advocating for local water issues that help our residents; educating the community on water-use efficiency; and leading our region in researching and implementing emerging technologies that increase operational efficiency. For more information about the PWD, visit [www.palmdalewater.org](http://www.palmdalewater.org).

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