



PALMDALE WATER DISTRICT

A CENTURY OF SERVICE

PRESS RELEASE

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FOR IMMEDIATE RELEASE

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QUALIFIED CUSTOMERS NEEDING HELP WITH WATER BILLS IN 2024 CAN NOW APPLY FOR RATE ASSISTANCE

Palmdale, CA – Starting today, Palmdale Water District (PWD) customers who qualify for the Rate Assistance Program (RAP) can apply to receive \$20 off the monthly service fee beginning January 2024. The program is open to eligible senior citizens ages 62 and older, veterans of any age and low-income families who need assistance with their water bills. The monthly service charge starting next year will be \$34.43 for RAP customers.

RAP applications are accepted from Nov. 1 to June 30 of each year. It is offered on a first-come, first-served basis. Program participants must reapply annually. Funds are limited.

“We are pleased to start the application process for the Rate Assistance Program,” said Customer Care Supervisor Tara Rosati. “We have been receiving numerous calls daily from our ratepayers inquiring about the

(more)

program. It is very popular, and our limited spots fill up quickly.”

To apply for the RAP, applicants must provide proof of income and be enrolled in the California Alternate Rates for Energy (CARE) program with Southern California Edison or Southern California Gas Co. RAP applications can be completed online in English at <https://seam.ly/B77jWtDt> and in Spanish at <https://seam.ly/D6WWXygG>. For more information or assistance, please call the Customer Care Department at 661-947-4111.

PWD budgets about \$170,0000 from its non-operating revenues, such as proceeds from leasing District-owned property, to fund the program. The RAP was started in 2015 to help senior citizens with their water bills. Later, it was expanded to include veterans and low-income families. No revenues from ratepayers are used for the RAP.

As of Sept. 30, there were 694 RAP participants, including 448 seniors, 233 low-income families and 13 veterans.

Since 1918, the Palmdale Water District has provided high-quality water at a reasonable cost. We pride ourselves on providing great customer care; 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 PWD, visit www.palmdalewater.org.

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