



Customer Assistance Program (CAP) Application for Residential Customers

1. CUSTOMER INFORMATION: *(Please print clearly.)*

_____ EBMUD Account Number

Name _____		Telephone (____) _____	Email _____
Home Address <i>(Do NOT use a P.O. Box)</i> _____	Apartment # _____	City _____	Zip Code _____
Mailing Address <i>(If different from home address)</i> _____	Apartment # _____	City _____	Zip Code _____

2. NUMBER OF PERSONS IN HOUSEHOLD: *(See instructions on back of application.)* _____

3. TOTAL ANNUAL GROSS HOUSEHOLD INCOME: *(All sources before taxes.)* _____

4. HOUSEHOLD INCOME SOURCES: *(See instructions on back of application.)*

You must report all income sources for each person who resides in this household. Check all income sources below that household members receive and **attach documentation for each income source.**

- | | | |
|--|--|---|
| <input type="checkbox"/> Gross wages and/or gross profits from self-employment | <input type="checkbox"/> Disability or Workers Compensation payments | <input type="checkbox"/> Rental or royalty income |
| <input type="checkbox"/> Unemployment benefits | <input type="checkbox"/> Pensions | <input type="checkbox"/> Interests/Dividends from: savings, stocks, bonds, or retirement accounts |
| <input type="checkbox"/> Spousal or Child Support | <input type="checkbox"/> Social Security | <input type="checkbox"/> Scholarships, grants or other aid for living expenses |
| <input type="checkbox"/> General Assistance, cash and/or other income | <input type="checkbox"/> SSI/SSP or SSDI | <input type="checkbox"/> Insurance or legal settlements |
| | <input type="checkbox"/> CalFresh or CalWorks | |

5. DECLARATION and APPLICATION CHECKLIST: *(Please read, check the three boxes, sign, and date.)*

I certify under penalty of perjury that the information on this application is truthful and correct. I have read and understand the requirements of the Customer Assistance Program and agree to provide proof of income in order to participate. I agree to notify EBMUD of any changes to my household or income that may affect my eligibility for assistance.

- I have included an **accepted form of identification** for the applicant.
- I have included **accepted proof of gross annual household income** and removed the first five digits of any Social Security number from documents.
- I attest that I am financially unable to pay my water bills in full.

How did you hear about EBMUD's Customer Assistance Program?	<input type="checkbox"/> Social Media
<input type="checkbox"/> ebmud.com	<input type="checkbox"/> Social Services Agency
<input type="checkbox"/> EBMUD Employee	<input type="checkbox"/> Newspaper/Marketing Ads
<input type="checkbox"/> Non-Profit Organization: _____	<input type="checkbox"/> Other: _____

Applicant's Signature: _____ **Date:** _____

6. SEND completed application and all required documentation of income:

BY US MAIL to: EBMUD, MS #105 CAP, P. O. Box 24055, Oakland, CA 94623

or BY EMAIL to: cap@ebmud.com

or BY FAX to: (510) 287-0299

(Normal processing time is 30 days. If your application is approved, your CAP credit will appear on your next billing statement.)

DO NOT WRITE BELOW THIS LINE

DATE RECEIVED	RECOMMENDED	PROCESSED BY	DATE
COMMENTS _____			



Customer Assistance Program (CAP) Application for Residential Customers

PROGRAM SUMMARY

EBMUD's Customer Assistance Program (CAP) is available to assist income eligible residential customers with their water bill. For eligible customers, EBMUD will provide a 50% credit on the standard bimonthly water service charge, and the household's water use, up to 1,050 gallons per person per month. CAP will also provide a 35% credit on the wastewater service charge and 35% credit on flow charges. Households must meet the program income guidelines established.

PROGRAM REQUIREMENTS

1. The EBMUD bill must be in the applicant's name and the applicant must reside at the address where the discount will be applied.
2. It must be a residential account and have an individual water meter.
(The property cannot be a commercial property, duplex, triplex, four-plex or apartment building with a single meter.)
3. Your household must meet the CAP income guidelines in the table above.
4. You cannot be claimed as a dependent on another person's income tax return *(other than your spouse)*.
5. You must submit **one** of the following forms of identification for **the applicant**
*(Social Security cards and birth certificates are **not** accepted forms of identification):*
 - California Driver's License, California ID or U.S. Passport
6. You must **verify the household gross annual income** by submitting for every household member receiving income at least **one** of the following *(adjusted and net income on taxes are **not** accepted):*
 - Last year's tax return *(pages 1 & 2 of 1040 or 1040-SR)* including applicable **Schedules 1, C and E** filed with the return
 - Social Security/pension benefits statement
 - SSI/SSP, SSDI, CalWORKS or CalFresh award letter or proof of ACH deposit
 - Recent paystub(s) covering **one month** of pay or last year's W-2
 - A printout showing your name, current date and income amount for County Assistance or any other source of income. For a full list of income verification options, please see HOUSEHOLD INCOME SOURCES listed on the front page.

Note: For your protection, please **hide or remove the first five digits of any Social Security number and account numbers** on anything you submit.
7. You must notify EBMUD if your household no longer qualifies for CAP.
8. You are required to recertify your eligibility every two years. You will receive a recertification reminder in the mail prior to your expiration date. If you do not receive the notification and continue to qualify for CAP you are advised to reapply.

CAP INCOME GUIDELINES	
Number of Persons in Household	Household Annual Income <i>(all income sources before taxes)</i>
1-2	\$62,300 or less
3	\$70,100 or less
4	\$77,850 or less
5	\$84,100 or less
6	\$90,350 or less
For each additional person, add:	\$6,250

FOR MORE INFORMATION

Call us at (510) 287-0468 / Monday through Friday, 8:00 a.m. to 4:30 p.m.

TTY Access: (510) 763-1035

Website: www.ebmud.com/CAP

Email: cap@ebmud.com