

# Heights Water “A private non-profit mutual water association”

## Rate Assistance Program Information

Dear Heights Water Customer,

Please read over the following information to determine your eligibility for Heights Water’s Rate Assistance Program. If you meet the income guidelines, please return the attached application and all income verification documents.

### Who can apply for rate assistance?

All Heights Water users may apply for rate assistance.

### What is the income limit?

Please see page two of the attached application for Maximum Gross Income Limits.

### How is the income limit determined?

Heights Water uses the U.S. Department of Health and Human Services estimated median income figures for the State of Washington. If your total household income is less than 60 percent of this amount, then you could be eligible for rate assistance.

### What documentation will I have to provide?

If your total household income last year for all residents 18 years of age or older did not exceed the Maximum Gross Income Limit, then you will only have to provide us with a photocopy of the tax return(s).

If your financial circumstance is more recent than is reflected on last year’s tax return, then we will need documentation of income for all household members 18 years of age or older for the past three months. Examples of documentation: complete paycheck stubs, employer verification, income received from DSHS, social security, state industrial settlements (L&I), student financial aid letters, etc.

### If I qualify for the program, how much of a reduction will I receive?

Heights Water currently waives the bi-monthly Base Rate. Customers will pay for all water used as well as any Capital Improvement Plan charges.

### How do I apply for the program?

Fill out and return the attached application, and include all documentation requested in the application (copy of Drivers License or State Identification Card; copy of last year’s federal tax return; or, income verification for the past three months, whichever more accurately reflects your current financial situation).

### Do I ever have to reapply?

Yes. To continue to qualify for assistance, you must reapply every year. A new application will be sent to you annually.

### What happens if my income changes and exceeds the limits?

If your income exceeds the maximum allowable limits, you must notify Heights Water immediately. Failure to do so would result in having to repay any assistance received for the period in which you did not qualify.

### If I qualify for the program, when will rate assistance go into effect?

After an application is approved, the program goes into effect with your next bi-monthly bill.

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