

Water Department and Water Revenue Bureau Assistance Programs			
Senior Citizen Discount	A 25 percent discount is provided for senior citizens 65 years of age or older, with a total household income <= \$27,600/year.	Administered by the Water Revenue Bureau.	Provided discounts to 17,900 seniors in FY07, at a total cost of \$2.1 million.
Charitable Organization Discount	A 25 percent discount is provided for charities, churches, nonprofit hospitals, schools, and universities.	Administered by the Water Department and Water Revenue Bureau.	In FY07, the general charitable discount was used by 3,174 organizations at a total cost of \$10.8 million
Water Revenue Assistance Program (WRAP)	Grants of up to \$200 on water bills are available to prevent shutoff for low-income customers (at or below 175 percent of poverty level). Assists customers in obtaining federal energy assistance.	Administered by the Water Revenue Bureau.	In FY07, provided City grants to 5,877 customers at a total cost of \$950,000
Utility Emergency Services Fund (UESF)	Grant program to prevent shutoff for low-income customers (at or below 150 percent of poverty level). Provides up to \$500 every other year (\$250 UESF grant plus \$250 matching Water Department credit).	Administered by the nonprofit UESF; with application help available from the Water Revenue Bureau.	Served 1643 customers in FY07, requiring Water Department matching credits and administrative costs of \$437,441
Homeowners' Emergency Loan Program (HELP)	No-interest repair loan program for homeowners in imminent danger of shutoff because of a violation notice.	Administered by the Water Department.	Provided loans to 1001 homeowners in FY07 at a total cost of \$3.4 million.
Conservation Assistance Program (CAP)	Provides water conservation devices and education to low-income customers (at or below 150 percent of poverty level), yielding average water usage savings of more than 25 percent for participants.	Administered by the Energy Coordinating Agency and Neighborhood Energy Centers under a Water Department grant.	Served 827 households in FY07 at a total cost of \$327,500
Cross Connection Abatement Program	Repair program mandated by the State to correctly replace sanitary drainage lines that are connected to the storm sewer	Administered by the Water Department.	Served 78 properties in FY07 at a total cost of \$378,328
TOTAL:	The total FY07 cost of Water Department and Water Revenue Bureau assistance programs was over \$18 million.		