



EMERGENCY ASSISTANCE PROGRAM ELECTRIC/WATER APPLICATION

The Anaheim Public Utilities Emergency Assistance Program provides financial assistance to residential customers facing a temporary financial hardship. Eligible customers who are unable to pay the electric and/or water portion of their utility bill may receive a one-time lifetime bill credit of up to \$250 in electric utility assistance and \$100 in water utility assistance per household.

APPLICANT INFORMATION

Customer Electric/Water Utility Account Number (found on utility bill): _____

First Name: _____ Last Name: _____ Middle Initial: _____

Utility Service Address: _____

Mailing Address (if different from above): _____

Primary Phone Number: _____ Is this a mobile phone number? Yes No

Secondary Phone Number: _____ Is this a mobile phone number? Yes No

Electronic Mail (E-mail): _____

What is your preferred language for communication? English, Spanish, Other: _____

Are you the customer of record or listed as a responsible party on the customer account? Yes No

Current living status (Own or Rent)? Own Rent

What utility service are you applying for assistance for (select all that apply)? Electric Water

HOUSEHOLD INCOME INFORMATION WORKSHEET (for all residing in household):

Name	Annual Income Before Taxes
Head of Household:	
	\$
Others Living in the Household:	
	\$
	\$
	\$
	\$
	\$
	\$
	\$
TOTAL Household Income Before Taxes	\$

PROGRAM GUIDELINES

Emergency Assistance Program (Program) participation is restricted to Anaheim residential customers who request electric and/or water utility payment assistance to assist with the payment of their residential electric and/or water bill. Prospective participants of the Program must be Anaheim Public Utilities customers for a minimum of six (6) consecutive months, prior to seeking Program assistance. Program applicants must have received a past due notice or notice of disconnection. After payment of Program funds, the applicant (you) remains responsible to pay any remaining utility services and associated costs, and the applicant (you) must continue to pay any remaining utility services and associated costs while your application is processing.

In addition, the applicant (you) must meet at least one of the following Program requirements. Please check all that apply.

Annual household income is at or below the *Low Income Limit* category established by the U.S. Department of Housing and Urban Development, which is established at 80% of the Orange County Median Family Income. Income criteria is adjusted annually. Proof of total gross household income being at or below income eligibility guidelines, at time of application submission, may be requested. Program eligibility is subject to verification. Please see the below chart for income qualifications.

2021 Income Limits	
Number of Persons in Household	80% of Orange County Median Income
1	\$75,300
2	\$86,050
3	\$96,800
4	\$107,550
5	\$116,200
6	\$124,800
7	\$133,400
8	\$142,000

Temporary Financial Emergency: Unexpected medical related expenses. Subject to verification of medical related expenses.

Temporary Financial Emergency: Income reduction. This may entail being laid off, experiencing a reduction of work hours, being terminated from employment, or a death in the family. Proof of termination, copy of unemployment check, paycheck stubs depicting a reduction of hours, or copy of death certificate may be requested.

IMPORTANT NOTE: In order to qualify for the Emergency Assistance Program, you must meet income qualifications and/or meet one of the Program eligibility requirements listed above. Prospective participants must be listed as a responsible party (must be at least 18 years of age) on the Anaheim Public Utilities account. Emergency Assistance Program funding is restricted to electric and/or water utility costs only. It may take up to five (5) business days to process your Emergency Assistance Program application, depending on the volume of applications received, and the financial assistance will appear as a credit on your utility account. The Emergency Assistance Program may be modified or terminated without prior notice and is provided to income-qualified customers on a first-come, first-served basis. The Emergency Assistance Program is subject to available funding. Please review the application to make sure it is complete. By signing this application, you are certifying that all information you have provided is accurate and complete and that you have accurately reported your household income and financial hardship. All statements made herein may be subject to verification. Participation in the Emergency Assistance Program is voluntary.

Signature of Anaheim Public Utilities Customer of Record
(Typed name will be accepted at this time due to social distancing guidelines.)

Date

Mail-in/Drop-off Application to:
Anaheim Public Utilities (Attn: Emergency Assistance Program)
201 S Anaheim Blvd. Suite 901, Anaheim, CA 92805

Email Application to
Customerservice@Anaheim.net