

REDWAY COMMUNITY SERVICES DISTRICT

P.O. Box 40, Redway, CA 95560 | Phone: 707-923-3101 x3 | redwaycsd@gmail.com

Customer Assistance Program (CAP) Application

Redway Community Services District is pleased to offer a Customer Assistance Program (CAP) to eligible residential water customers. Approved applicants will receive a **\$15.00 monthly credit** on their water bill, subject to continued eligibility and available program funding.

Basic Eligibility Requirements

- Be a residential water customer of Redway Community Services District;
- Live at the service address receiving the CAP credit;
- Qualify under Tier 1 or Tier 2 below;
- Keep the account current or actively comply with a District-approved payment arrangement; and
- Renew eligibility annually as required by the District.

Eligibility Tiers

Tier 1 - Enrollment in an Approved Assistance Program

Applicants may qualify by providing proof of current enrollment in the California Alternative Rates for Energy (CARE) program or another assistance program approved by the District. Acceptable proof may include a current utility bill showing CARE enrollment, an approval letter, or other documentation accepted by the District.

Tier 2 - Household Income Qualification

Applicants who are not enrolled in CARE or another approved assistance program may qualify by providing household income documentation. Household income must be at or below the current income limits used by the CARE program, or other income limits adopted by the District.

Income Requirement

For applicants applying under Tier 2, eligibility is based on household size and total household income. Household size means the total number of people living at the service address. Household income means the combined income of all adult household members before taxes, unless otherwise determined by the District. The District may request documentation to verify household size, income, and residency.

Required Documents

Please submit copies of the documents that apply to your application:

- Proof of current enrollment in CARE or another District-approved assistance program
- OR**
- Proof of household income for all adult household members

Additional documents, if applicable:

- Proof of residency at the service address
- Copy of current utility bill showing CARE enrollment
- Rental agreement, lease, or owner certification if the applicant is a tenant
- Other documentation requested by the District

Applicant Information

Applicant Name

RCSD Account Number

Service Address

Mailing Address, if different

Phone Number

Email Address

Number of people living in household

Are you the account holder?

☐ Yes ☐ No

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Do you live at the service address listed above?

☐ Yes ☐ No

Is this account for residential water service?

☐ Yes ☐ No

Are you a tenant?

☐ Yes ☐ No

Eligibility Selection

☐ Tier 1 - Enrollment in an Approved Assistance Program

I am currently enrolled in CARE or another District-approved assistance program and have attached proof of enrollment.

Name of assistance program: _____

☐ Tier 2 - Household Income Qualification

I am applying based on household income and have attached income documentation for all adult household members.

Household size: _____ Total household income: \$_____ per ☐ month ☐ year

Account Status Requirement

To receive and continue receiving the monthly CAP credit, the customer's account must be current or the customer must be actively complying with a District-approved payment arrangement.

Tenant Applicants

Tenants may apply for the Customer Assistance Program (CAP) if they live at the service address and are responsible for paying the water bill. Tenant applicants may be required to provide a rental agreement, lease, property owner certification, or other documentation accepted by the District showing responsibility for the water bill.

Property Owner / Manager Certification for Tenant Applicants

This section must be completed if the applicant is a tenant and the District needs verification that the tenant resides at the service address and is responsible for paying the water bill.

Property Owner / Manager Name

Phone Number

Email Address

Property Address

Tenant Name

RCSD Account Number, if known

I certify that the tenant named above resides at the property listed above and is responsible for paying the water bill for this service address.

Owner / Manager Signature

Printed Name

Date

Applicant Certification

I certify that the information provided in this application is true and correct to the best of my knowledge. I understand that Redway Community Services District may verify the information provided and may request additional documentation before approving or continuing the CAP credit.

I agree to notify the District if my household income, household size, residency, account status, or eligibility changes. I understand that providing false or incomplete information may result in denial, suspension, or termination of the CAP credit.

Applicant Signature

Printed Name

Date

Application Review and Credit Start Date

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The District may require up to 60 days to review a complete CAP application and verify eligibility. If approved, the \$15.00 monthly CAP credit will begin with the next available billing cycle after approval. Credits will not be applied retroactively unless approved by the District.

Program Year and Annual Renewal

CAP approval is valid for the calendar year in which the application is approved, unless suspended or terminated earlier under District policy. Approved customers must renew CAP eligibility each year by submitting a new application or updated documentation as required by the District. The CAP credit does not automatically continue into the next calendar year without renewal approval.

Program Funding and Availability

The Customer Assistance Program (CAP) is funded from District water tax revenue and is subject to available annual program funding. The District has established annual program funding of up to \$5,000 per calendar year, which is estimated to provide assistance for approximately 27 approved applicants. Applications may be approved on a first-come, first-served basis, subject to eligibility, available funding, and District approval.

First-Come, First-Served Approval

Eligible applications will be reviewed in the order received. CAP credits are approved on a first-come, first-served basis, subject to eligibility, complete documentation, available program funding, and District approval.

Waiting List

If annual CAP funding is fully committed, eligible applicants may be placed on a waiting list. Placement on the waiting list does not guarantee approval. CAP credits may be approved if funding becomes available, subject to eligibility, complete documentation, and District approval.

Incomplete Applications and Denials

If an application is incomplete or additional information is needed, the District may contact the applicant and request the missing documentation. Applications may be denied if the applicant does not meet the eligibility requirements, does not provide required documentation, does not live at the service address, is not responsible for the water bill, or does not meet the account status requirement. Applicants will be notified if the application is denied or if additional information is required.

Reconsideration of Denial

If a CAP application is denied, the applicant may request reconsideration by submitting additional information or documentation to the District. A request for reconsideration must be submitted within 30 days of the denial notice. The District will review the additional information and make a final determination based on program eligibility, available funding, and District policy.

False or Incomplete Information

The District may deny, suspend, or terminate the CAP credit if an applicant provides false, incomplete, outdated, or misleading information, or if the applicant no longer meets program requirements. The District may also require repayment of credits received if the customer was not eligible for the assistance provided.

Program Changes

The Customer Assistance Program (CAP) is subject to available funding, District policy, and Board direction. The District may modify, suspend, or discontinue the program, eligibility requirements, credit amount, funding level, or application procedures at any time. Approval for CAP assistance does not guarantee future approval or continued assistance beyond the approved program year.

Privacy and Confidentiality

Information submitted with a CAP application will be used by the District to review eligibility, administer the program, and maintain required program records. The District will make reasonable efforts to protect personal and financial information submitted by applicants. Application materials may be retained in District records and may be reviewed by authorized District staff, auditors, legal counsel, or other authorized representatives as needed for program administration or compliance.

How to Submit Your Application

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P.O. Box 40, Redway, CA 95560 | Phone: 707-923-3101 x3 | redwaycsd@gmail.com

Completed CAP applications and required documentation may be submitted to Redway Community Services District by mail, in person, or by email.

Redway Community Services District

Address

PO Box 40, Redway, CA 95560

Phone

707-923-3101 x3

Email

redwaycsd@gmail.com

Office Hours

Monday through Thursday, 9:00 a.m. to 5:00 p.m.

Please contact the District office if you have questions about the application, required documents, or program eligibility.

For Office Use Only - District Review / Approval

Date Received

Application Complete

☐ Yes ☐ No

Eligibility Tier Verified

☐ Tier 1 - Approved Assistance Program

☐ Tier 2 - Household Income Qualification

Documentation Reviewed

☐ Proof of CARE or approved assistance program ☐ Income documentation

☐ Proof of residency ☐ Tenant / owner certification, if applicable

☐ Account status verified ☐ Payment arrangement verified, if applicable

☐ Current

Account Status

☐ Past due - approved payment arrangement in place

☐ Past due - no approved payment arrangement

Application Decision

☐ Approved ☐ Denied

☐ Pending additional information

Monthly CAP Credit

\$15.00

Effective Date

Reviewed By

Notes

Draft for District review. Final adoption and administration subject to Board direction and District policy.