

Frequently Asked Questions

Low-Income Rate Assistance Program

How do I qualify for rate assistance?

Low-income rate assistance is available to homeowners and renters who live at the address for which they are requesting assistance. The applicants name must appear on the West Sacramento City utility bill. Applicants must meet the income eligibility requirements, which are based on the total gross income for all members living in the home.

Rate assistance is not available to landlords for their rental properties.

Do I need to provide proof of income eligibility?

You must either provide proof of participation in the PG&E's C.A.R.E. program or the Sacramento County Sewer Lifeline program (your award letter or a bill that shows you receive rate assistance), OR income documentation for all members of your family. Examples of income documentation include income statements from Social Security or Unemployment payments; wage check stubs; bank statements showing direct deposits; or tax documents. Before mailing, remember to blacken out all highly secure information such as Social Security or bank account numbers. These documents will not be returned to you.

How long will it take for the credit to appear on my bill?

Once approved, the credit will appear on the next bill or the following bill, depending on your bill's print cycle. If no credit has appeared by your second bill after approval, please call us at (916) 617-4589.

How much of a credit will I receive?

If your application is approved, you will receive a monthly credit of \$3 towards the water portion of your bill and \$2 towards the refuse portion of your bill.

I've been receiving rate assistance, but recently my income has increased, so I no longer qualify. What should I do?

You can call the City at (916) 617-4589 and let us know that you no longer qualify and would like to be removed. If in the future you become eligible again, you may reapply for the program.