



# CUSTOMER ASSISTANCE PROGRAM

Ventura Water's Customer Assistance Program begins January 1, 2015 and provides a 50% discount on the bi-monthly water service charge for eligible households. Once your completed and signed application is approved by Ventura Water, you will be enrolled within 30 days.

## Conditions for Participation

You must bring proof of eligibility in the CARE (California Alternate Rates for Energy) program with Southern California Edison (SCE) or Southern California Gas (SCG). The water bill must be in your name and the address must be your primary address. Only single family residential homes are eligible for the discount. You must not be claimed as a dependent on another person's income tax return other than your spouse. You must recertify your application when requested. You must notify Ventura Water within 30 days if you no longer qualify.

### How many customers can enroll?

The number of eligible customers will be capped at 600. There is limited funding available. Customers will be requested to re-enroll every two years.

### How do I start?

Bring the completed and signed application, a copy of your SCE or SCG showing CARE eligibility and your driver's license during business hours to:

Ventura Water, City Maintenance Yard  
336 Sanjon Road

### When will my enrollment begin?

After approval, your discount will be applied within 30 days.

### How much is the discount?

The discount is dependent on the size of the meter at your property. The discount will be 50 percent of the cost of that meter shown on your water bill as a service charge.

### Is there a cost to enroll?

There is no charge to enroll in the program.

### Who is eligible to participate?

Any customers that are currently participating in the SCE or SCG CARE program and own or rent a single family residential home in Ventura are eligible.

## Customer Assistance Program Application & Agreement

To enroll, complete and bring the completed application to 336 Sanjon Rd, City Maintenance Yard, Ventura. You must also bring a copy of your Southern California Edison Electric bill or Southern California Gas bill showing that you are enrolled in their CARE program and a copy of your driver's license.

### Agreement

*I, hereby, authorize Ventura Water to enroll me in the Customer Assistance Program. I agree to inform Ventura Water if I become ineligible for the program. I agree to furnish proof of eligibility when requested. I understand that if I receive the discount without qualifying for it, I may be required to pay back any discount received.*

\_\_\_\_\_  
Your Billing Account Number (as it appears on your bill)

\_\_\_\_\_  
Service Address (please print)

\_\_\_\_\_  
City State Zip

\_\_\_\_\_  
Print Name (as it appears on your bill)

\_\_\_\_\_  
Signature  
(Note: Signature is mandatory to be enrolled in the program.)

**Para más información  
sobre el Programa de Asistencia  
al Cliente de Ventura Water,  
llamar (805) 667-6500**