

News Release



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Alameda County Water District Board of Directors Increase Help on Tap Credit to \$35

Leads to more generous bill payment assistance for income-qualified customers

Fremont, Calif. – The Alameda County Water District Board of Directors recently approved an increase to the customer assistance program, Help on Tap, boosting savings to \$35 per bimonthly bill for income-qualified residents.

The increase from \$25 to \$35 applies an automatic credit toward the bimonthly service charge, which is a fixed charge on a customer's bill.

The program is available to direct ACWD residential customers.

With just over 1,000 residents currently enrolled, ACWD expects the increase to encourage greater participation helping those who meet income guidelines based on the greater of 50% of Area Median Income or 250% of Federal Poverty Level.

"We know some people need help paying their water bills," said ACWD Board President Judy Huang. "I am proud that we can offer a credit increase, and we want people to apply. Tell a friend, neighbor, or co-worker – there is help for those who need it," added Huang.

Since the program launch in 2017, the credit has increased from \$15 to \$20 in 2018, \$25 in 2019, and \$35 in 2020.

"Due to the COVID-19 pandemic, the need may be greater than ever," said Huang. "If a bill credit provides even a little relief, we're happy to help."

No action is needed from current program participants to receive the credit increase. Enrollment requires re-certification every two years.

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The additional credit brings ACWD's allotment to \$210,000 at existing enrollment levels, with room to nearly double as \$400,000 is earmarked for the program in fiscal year 2020/21.

For more information, income guidelines or to apply, visit www.acwd.org/HOT or call 510.668.4200.

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