

## RWA Bill Assistance Program

<http://rhodywater.com>

Phone: 503-622-5000

RWA, a consumer-owned utility serving the customers in Rhododendron, Oregon is establishing a Bill Assistance Program to assist our customers who for various reasons are having difficulty in paying their utility bill.

Funding of the Bill Assistance Program will be from any funds designated as donations from private individuals, businesses, civic groups and charitable organizations.

RWA will work to assist customers in paying their water utility bill when established criteria has been met. RWA will open up the Bill Assistance Program each fiscal year and provide funds for qualified individuals as long as funds are available.

RWA customers can receive available funds once during each fiscal year when they qualify under the following categories:

Low Income/Disabled/Senior (LIDS)

Door Hanger - Customers who have had service shutoff due to non-payment. (DH)

Emergencies/Family Crisis/Other (E)

To receive funds, customers need to have established service from RWA for a minimum of six (6) months.

Emergency assistance will be capped at \$435.00 annually.

Access to the RWA Bill Assistance Program can be initiated by the customer directly to RWA or our financial service representative or by an outside party, civic group or agency. Applications for the RWA Bill Assistance Program can be found on our RWA website, or a copy can be sent to you by contacting our RWA answering service. All applications for the RWA Bill Assistance Program will be treated confidentially.

Assistance can be contingent on a commitment by the customer to develop a plan for payment of an outstanding balance for water utility service.