

The Santa Clara County Housing Authority is offering limited utility arrears assistance to eligible Section 8 participants.

- Assistance is provided on a first-come, first-serve basis while funding is available.
- You may receive assistance once every 12 months, depending on eligibility and available funding.
- Assistance payments are sent directly to the utility billing agency.

Who is Eligible? Households with current utility arrears who receive Section 8 rental assistance under Moving to Work (MTW), either with a tenant-based or project-based voucher (**VASH and VASH PBV (Veterans Affairs Supportive Housing), Moderate Rehabilitation, and Enhanced voucher programs are not eligible**), AND meet the following utility arrears assistance program requirements:

- Must be responsible for the utilities in arrears at the subsidized unit.
- **Income eligible – qualifies as one of the following:**
 1. **On fixed income** (only income sources are Social Security, SSI, retirement benefits, pensions. Households receiving other sources of income – such as TANF/CalWORKS/General Assistance or unemployment benefits – are not considered a fixed income household and are ineligible for utility arrears assistance.)
 2. **Paying the \$50 minimum rent** or has an approved minimum rent hardship exemption.
- Is in good standing with Section 8 program requirements.

Please note that submitting an application does not guarantee approval or assistance.

Which Utilities are Covered? Assistance is available for: Gas, Electric, Sewer, Water, and Trash bills. **Phone and Internet bills do not qualify.** Applicants may include more than one utility in their request.

How Much Assistance is Offered? The amount of assistance you may receive is based on a review of the total past due amount and payment history. To ensure we provide the most accurate and helpful assistance, we may request your utility payment history. This allows us to account for any partial payments already made.

How Do I Apply? Completely fill out and sign the attached application form and submit it to the Housing Authority along with the required documentation. Please submit ALL the pages of the utility bill(s) along with your application. Applications will not be considered until all the required documents are submitted.

Questions? Call (408) 275-8770 or email: UtilityAssistance@scchousingauthority.org

UTILITY ARREARS ASSISTANCE PROGRAM



APPLICATION FORM

Head of Household Name: _____ Entity ID: _____

Unit Address: _____

Email: _____ Phone: _____

Select all utilities you are requesting arrears assistance for:

Utility/Service	Where does your bill come from?
<input type="checkbox"/> Gas	<input type="checkbox"/> Utility Company <input type="checkbox"/> Landlord or Management Agent
<input type="checkbox"/> Electric	<input type="checkbox"/> Utility Company <input type="checkbox"/> Landlord or Management Agent
<input type="checkbox"/> Water	<input type="checkbox"/> Utility Company <input type="checkbox"/> Landlord or Management Agent
<input type="checkbox"/> Sewer	<input type="checkbox"/> Utility Company <input type="checkbox"/> Landlord or Management Agent
<input type="checkbox"/> Trash	<input type="checkbox"/> Utility Company <input type="checkbox"/> Landlord or Management Agent

For utilities billed from the landlord or management agent, landlord/agent must also complete the supplemental Landlord/Management Agreement.

For utilities billed from the utility company, submit **all pages** of your current utility bill statement **OR** notice of past-due payment or service shut-off for each of the utilities you have selected above. Documentation must include:

1. The utility customer name (must be yourself or a household member on the voucher)
2. The service address (must match the address where household is assisted)
3. The utility account number
4. The outstanding (past-due) payment amount
5. The current bill payment amount
6. Payment due date

I certify the information I have provided on this form is correct to the best of my knowledge. I understand assistance is provided first-come, first-serve based on funding availability. I give consent for SCCHA and my utility company to exchange information pertaining to my utility account for the purpose of determining eligibility for and processing this program assistance.

For utilities billed by utility company: I understand that any assistance awarded will be credited to my utility account.

For utilities billed by landlord/agent: understand that any assistance awarded will be credited to the landlord/agent's utility account. I understand that the landlord/agent must apply that assistance to my utility charges.

Head of Household Signature: _____ Date: _____

Email this form and documentation to UtilityAssistance@scchousingauthority.org
OR mail/drop off at 505 W Julian St, San Jose, CA 95110

UTILITY ARREARS ASSISTANCE PROGRAM



LANDLORD/MANAGEMENT AGREEMENT

Complete this form ONLY if the landlord/management agent bills the tenant for unit utilities.

The Santa Clara County Housing Authority (SCCHA) is offering limited utility arrears assistance to eligible Section 8 participants. This form is a supplement to the application form and is used to verify the landlord/agent bills the tenant for select utilities and that the tenant is past due on these utility charges.

Tenant Name: _____ Entity ID: _____

Service Address: _____

Landlord/Agent Name: _____ Company: _____

Email: _____ Phone: _____

Please provide the utility account information and the amount owed by your tenant for each utility:

Utility/Service	Utility Company	Account #	Amount Owed by Tenant
Electric			\$
Gas			\$
Water			\$
Sewer			\$
Trash			\$

Submit the following documentation with this form:

- Current rent roll, invoice, receipt or other documentation that verifies the amount tenant owes landlord/agent for unpaid utilities, **AND**
- Your most recent utility bill statement (all pages) OR notice of past-due payment or service shut-off.
Documentation must include:
 1. The utility customer name
 2. The service address (must match the address where household is assisted)
 3. The utility account number
 4. The outstanding (past-due) payment amount, if any
 5. The current bill payment amount
 6. Payment due date

I certify the information I have provided on this form is correct to the best of my knowledge. I understand assistance is provided first-come, first-serve based on funding availability. I give consent for SCCHA and my utility company to exchange information pertaining to my utility account for the purpose of determining eligibility for and processing this program assistance. I understand that any assistance awarded will be credited to my utility account. I agree to apply any assistance credited to my utility account to the utility charges owed by the tenant.

Landlord/Agent Signature: _____ Date: _____

Email this form and documentation to UtilityAssistance@scchousingauthority.org
OR mail/drop off at 505 W Julian St, San Jose, CA 95110

Utility Assistance Resources

Need help with your utility bills? The following Santa Clara County programs offer income-qualified residents assistance with their utility bills. Eligibility requirements and amount of assistance vary by program and may be subject to change and funding availability. Contact the assistance provider directly for more information and details on how to apply.

GAS & ELECTRIC

PG&E CARE and FERA

18%-20% monthly discount on electricity and gas bills for eligible PG&E customers.

Email: CAREandFERA@pge.com | **Phone:** 1-866-743-2273

Visit: www.pge.com/carefera

PG&E REACH

One-time credit for past-due PG&E bills to keep utility services on (must have received a 15-day or 48-hour disconnection notice).

Phone: 1-877-660-6789 | **Visit:** www.pge.com/reach

PG&E Arrearage Management Plan (AMP)

A payment plan that offers debt forgiveness of up to \$8,000 after 12 on-time bill payments for eligible PG&E customers.

Phone: 1-877-660-6789 | **Visit:** www.pge.com/amp

City of Santa Clara Financial Rate Assistance Program

25% - 40% monthly discount on electricity costs, water/sewer bills and \$10 off trash collection charges for eligible residents.

Email: custcosts@siliconvalleypower.com

Phone: 1-888-399-2728

Visit: www.siliconvalleypower.com/residents/payment-assistance

City of Palo Alto Rate Assistance Program

25% monthly discount on gas and electricity costs & 20% off storm drain charges for eligible residents.

Email: UtilitiesCustomerService@cityofpaloalto.org

Phone: 650-329-2161

Visit: www.cityofpaloalto.org/Departments/Utilities/Residential/Utilities-Assistance/Rate-Assistance-Program-RAP

City of Palo Alto Project PLEDGE

One-time assistance up to \$750 toward past-due bills for residents experiencing unforeseen financial hardship.

Email: UtilitiesCustomerService@cityofpaloalto.org

Phone: 650-329-2161

Visit: www.cityofpaloalto.org/projectpledge

California Low-Income Home Energy Assistance Program (LIHEAP) (Sacred Heart)

One-time credit toward heating costs for eligible households.

Email: heap@sacredheartcs.org | **Phone:** 1-877-278-6455

Visit: <https://www.sacredheartcs.org/utility-assistance>

WATER, SEWER & GARBAGE

San Jose Water Customer Assistance Program (CAP)

15% monthly discount on water costs for eligible SJ Water customers.

Email: customer.service@sjwater.com | **Phone:** 408-279-7900

Visit: <https://www.sjwater.com/customer-care/help-information/water-rate-assistance-program>

Cal Water Customer Assistance Program (CAP)

Monthly discount on water service charges for eligible Cal Water customers.

Email: cap@calwater.com | **Phone:** 1-877-419-1701

Visit: www.calwater.com/community/cap

City of Milpitas Assistance Program

Provides a monthly discount on water charges to eligible residents.

Email: map@ci.milpitas.ca.gov | **Phone:** 408-586-3405

Visit: www.ci.milpitas.ca.gov/MAP

MEDICAL RELATED UTILITY ASSISTANCE

PG&E Medical Baseline Program

Provides additional allotment of energy at the lowest price for residents who need energy for certain medical needs.

Phone: 1-800-743-5000 | **Visit:** www.pge.com/medicalbaseline

City of Santa Clara Medical Rate Assistance Program (RAP)

25% monthly discount on electricity costs for residents who require a high-electric use device for medical reasons. 25% discount on water/sewer bills. \$10.00 discount on garbage collection charges.

Email: utilitybilling@santaclaraca.gov | **Phone:** 408-615-2300

Visit: www.siliconvalleypower.com/residents/payment-assistance

City of Palo Alto Rate Assistance Program (RAP)

25% monthly discount on gas/electricity for residents who require high-energy use device for medical reasons.

Phone: 650-329-2161

Visit: www.cityofpaloalto.org/Departments/Utilities/Residential/Utilities-Assistance/Rate-Assistance-Program-RAP

VETERANS ASSISTANCE

Veteran Financial Assistance Program (Salute, Inc)

One-time rental and utilities assistance for qualifying veterans

Visit: <https://www.saluteinc.org/financial-assistance-application/>

OTHER TYPES OF ASSISTANCE *(Past Due Rent, Deposit, Utilities)*

West San Jose Family Support Center (Midtown Family Services)

Deposit, rental and utility assistance.

Phone: (408) 642-5852 | **Visit:** <https://midtownfs.org/family-services>

Sacred Heart Community Service

Emergency rental assistance for past due rent

Phone: (408) 709-2364 | **Visit:** <https://www.sacredheartcs.org/rental-assistance>

Homelessness Prevention System (HPS) Program

Provides assistance to low-income families or individuals who are at risk of losing their housing, including temporary financial assistance, legal support and case management.

Phone: 408-897-2039 | **Visit:** <https://asianamericancenterscc.org/rental-assistance-program/>

California Lifeline Program - FREE Unlimited Talk & Text!

LifeLine is a government program that subsidizes phone service for low-income individuals in California.

Phone: (408) 926-8885 | **Visit:** <https://preventhomelessness.org/>

FindHelp.org

This website lists multiple organizations that offer all types of assistance, not limited to rental or utility assistance. Food, benefits, health, education, internet, etc.

Visit: <https://www.findhelp.org/housing/help-pay-for-housing--san-jose-ca?cursor=0&limit=10>