



Press Release

PR20 - 001

14000 City Center Drive, Chino Hills, CA 91709

CONTACT: Denise Cattern
Ph: (909) 364-2615

Valerie McClung
Ph: (909) 364-2618

DATE: January 8, 2020

LOW-INCOME WATER CUSTOMERS IN CHINO HILLS MAY APPLY FOR RATE ASSISTANCE

Chino Hills, CA – It has been one year since the City of Chino Hills launched the Low-Income Rate Assistance program (LIRA) that offers a \$10 discount on the monthly water meter charge. Residential water customers who applied for the program must submit a new application each year. Residents who live in multi-family/multi-unit structures, that receive water through one master meter, are not eligible for this discount.

Applications are available online at www.chinohills.org/LIRA; and at the water counter on the second floor at City Hall, 14000 City Center Drive. Once staff has reviewed and approved the application, the discount will appear on the next 12 monthly bills. The customer will be notified if the application is denied.

Eligible customers must occupy the property where water service is provided, have a water meter size of 1" or below (meter size noted on water bill), have the water bill account in their name, and complete an application. Water customers must provide a copy of a current Southern California Edison or Southern California Gas bill that verifies their enrollment in the utilities' California Alternate Rates for Energy (CARE) rate assistance programs. The LIRA and CARE programs follow the same California Public Utilities Commission (CPUC) definition of low income (200% of the Federal poverty level). Once approved to receive the LIRA discount, participants are required to notify the City if their income level increases above the limits during the one-year period covered by their application. Visit www.chinohills.org/Lira for details regarding qualifying income levels. Persons who have questions or need assistance completing the simple application may call Utility Billing Customer Service (909) 364-2660.

"Depending upon response to the program, we will work to review applications within 10 business days," said Christa Buhagiar, Finance Director. "Once eligibility is confirmed, the discount will appear on the next 12 monthly bills. If an application is denied, the customer will be notified."

According to Ms. Buhagiar, the City approved 205 applications in 2019. Funding for the program is provided by penalty fees collected by the water utility.

#