

# Columbus Water Works

## Low Income Credit Program

Effective January 2007, the Columbus Water Works implemented a Low Income Credit Program for income-eligible residential customers. This program is in response to feedback from our customers as well as changes in the economic environment.



### How Does the Program Work?

The Program provides a monthly \$7.50 credit for qualifying residential customers. This is consistent with the City's current residential garbage rate program that provides qualified customers with a 25 percent credit, rounded to the nearest dime on their garbage collection fee.

### How Do I Know If I Qualify?

In order to be eligible, residents must:

1. Have a residential account in your name with the Columbus Water Works, and;
2. Meet the US Department of Health and Human Services poverty guidelines for household size and income as established and published each calendar year in the Federal Register.



Information on these guidelines may be found at: <http://aspe.hhs.gov/poverty>.

### How Do I Apply?

- If you are currently receiving the reduced garbage rate, your water bill will automatically be adjusted to reflect the credit.
- If you are not currently receiving the reduced garbage rate, please contact the **Citizen's Service Center with the Columbus Consolidated Government by calling 311 or 706-653-4000** to request enrollment.

When applying for the program please make sure all documentation is submitted. Incomplete applications cannot be processed.

Customers who are enrolled in the program are required to recertify eligibility every two years. Please contact the Citizen's Services Center for important deadlines associated with this process.

If you have questions related to your water bill, please call 706-649-3400 to speak with a representative.



# Low-Income Credit Program

## Frequently Asked Questions

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### **How do I update my Columbus Water Works customer account records if I move to another address?**

Please contact us at 706-649-3400 during normal business hours or you may email us at [customerservices@cwvga.org](mailto:customerservices@cwvga.org) and a customer care representative will be able to assist you. It is also important to contact us to update your records whenever you have a change in your phone number or email address to ensure your account remains up-to-date.

### **Who do I contact with questions about my application for the reduced garbage rate?**

Please contact the Citizen's Service Center at 706-653-4000 or you may visit their office at Columbus Consolidated Government, Public Works Department, 8001 Pine Grove Way, Columbus, Georgia 31907.

### **Is there a low-income (affordability) credit offered for residential customers over the age of 65 or for persons with disabilities?**

Eligibility for this program is based solely upon the income for the entire household.

### **What documents are required to verify eligibility?**

An original copy of a completed application and proof of income must be submitted for determination of eligibility. Applications submitted without proof of income will not be processed. Acceptable proof of income is:

- A copy of your annual income tax return
- Current annual Social Security statement
- Last earnings statement
- Recent Public Assistance Awards letter
- Official bank account information
- Supplemental Nutrition Assistance Program (SNAP) awards letter

### **If approved for the affordability credit, is this benefit retroactive?**

The reduced rate benefit for both the garbage and water fee is effective when the application is approved by Columbus Consolidated Government and is not retroactive.

### **What additional financial assistance is offered by Columbus Water Works?**

If you find yourself in a situation where you need to pay your water bill, but require some flexibility on the due date, you may contact us at 706-649-3400. Whether it's for a short time or if you're facing an ongoing challenge, we will work with you to determine your best options. In order to offer more flexibility in arrangements, please contact us before services are scheduled for interruption.

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