

# **GOLDEN STATE WATER COMPANY CUSTOMER ASSISTANCE PROGRAM**

## **PROGRAM DESCRIPTION**

The California Public Utilities Commission has authorized Golden State Water Company (GSWC) to implement a Customer Assistance Program (CAP) that provides a monthly credit for eligible customers based upon the same income qualification guidelines that are used by the electric and gas California Alternate Rate for Energy (CARE) programs.

If you already participate in the CARE program of participating energy utilities (gas/electric), you may also qualify for GSWC's CAP by submitting a copy of a current utility bill showing your eligibility for CARE. Following enrollment, you may be required to provide proof of eligibility. Customers who do not participate in these programs, can enroll by submitting the application to GSWC. All enrollments are subject to the program guidelines and qualifications. The CAP discount becomes effective after your application and proof of income have been verified and approved, if proof of income is required by GSWC.

The program also extends eligibility to customers in mobile homes who receive their water through sub-metered service, non-profit group living facilities, agricultural employee housing facilities and migrant worker housing centers that are enrolled in the CARE programs.

## **PROGRAM QUALIFICATIONS**

**To qualify for the CAP discount, you must meet the following requirements:**

- The GSWC bill must be in your name and the address must be your primary residence or you must be a tenant receiving water service by a sub-metered system in a mobile home park.
- You may not be claimed as a dependent on another person's tax return.
- You must reapply each time you move; the CAP discount does not automatically transfer to another residence.
- You must renew your application every two years, or sooner, if requested.
- You must notify GSWC within 30 days if you become ineligible for the CAP.
- Your total gross annual income of all persons living in your household cannot exceed the income levels below:

<b>CAP INCOME QUALIFICATION GUIDELINES</b>	
Effective June 1, 2025 to May 31, 2026	
<b>Household Size</b>	<b>Total Combined Income from All Sources</b>
1-2 Persons	\$42,300
3 Persons	\$53,300
4 Persons	\$64,300
5 Persons	\$75,300
6 Persons	\$86,300
7 Persons	\$97,300
8 Persons	\$108,300
Each additional person	\$11,000

If you are eligible and would like to participate in GSWC's Customer Assistance Program, please complete the application on the reverse side and mail it to:

**Email completed application to:**  
[customerservice@gswater.com](mailto:customerservice@gswater.com) **or**  
**Mail completed application to:**

### **HAVE QUESTIONS OR NEED INFORMATION?**

Please call GSWC's CAP Hotline at **(866) 360-2279**.  
Or visit our website at [www.gswater.com](http://www.gswater.com).

**Golden State Water Company**  
**CAP Department**  
P.O. Box 9016  
San Dimas, California 91773

Date \_\_\_\_\_