Western Provides a Payment Assistance Program for Low-income Customers

Riverside, Calif. — Western Municipal Water District’s low-income customers may benefit from water bill payment assistance thanks to a program launched by the District.

“Western recognizes that some of our customers may need extra help to pay their water bill,” said Community Affairs Director Michele McKinney. Through our Low Income Assistance Program, qualifying customers can receive help in paying for this essential service.”

To be eligible for the Low Income Assistance Program, Western customers must meet the following qualifications:

- The customer’s account must be past due.
- The customer must provide a copy of their most-recent natural gas or electric bill showing they receive a California Alternate Rates for Energy (CARE) discount.
- The customer’s name on the gas or electric bill must match the name and service address on the water bill.

The amount of assistance for a customer is equal to the lessor of the account balance due or $150. The maximum one-time customer assistance is $150 during a 12-month period. Payment assistance cannot be used toward a processing fee and/or a deposit for service. The program is supported through non-ratepayer funds.

For full details on the program, visit wmwd.com and search “bill payment assistance.”

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Western Municipal Water District provides water supply, wastewater disposal and water resource management to the public in a safe, reliable, environmentally sensitive and financially responsible manner.