

## Utility Services – Limited Income Program Instruction Sheet

Limited Income Assistance Program/Instruction Sheet –

The City of Tucson Utility Services department provides assistance to qualified customers for a monthly discount towards your monthly Tucson Water and Environmental Service charges. The credit can be up to 3 years from the approval date.

To be eligible for the credit, you must:

- Have water or residential refuse service from the City of Tucson (Eligibility is limited to one location at a time within city limits).
- Have the City of Tucson utility bill in your name.
- Customer must meet household size/income guidelines, and obtain verification of your information.

1. **Review Requirements:** Review the eligibility requirements below.

<b>Income Guidelines for Calendar Year 2018</b> <b>Límites de Ingreso Para el Año 2018</b>	
Number of Persons in Household	Total Gross Annual Income
<i>Cantidad de Personas en la Familia</i>	<i>Total Ingreso Familiar Annual</i>
1	\$15,572
2	\$25,519
3	\$35,037
4	\$43,252
5	\$51,039
6	\$59,696
7	\$68,353
8	\$77,010
<b><i>For each additional person, add \$8,657</i></b>	<b><i>Por cada persona adicional, suma \$8,657</i></b>

\*Income Standards established by the US Department of Labor effective May 29, 2018

2. **Make Appointment:** If you meet the income requirements please contact the limited income discount phone number at (520) 791-5443 (M-F 8 am – 5 pm) to schedule an appointment.

**During your appointment you will need to bring the following documents. Applicants who don't provide the required documents will not be approved.**

- A. **City of Tucson Utility Services Statement (City of Tucson Utility Bill):**  
Applicants **must** bring their current Utility Services Statement. The bill must show the account in your name and the qualifying service address.
- B. **Valid Photo ID matching the name on the application**  
(State ID card, Drivers license, Military ID)

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C. **Proof of Household Size:** (The total number of persons living in your home)

**In order to qualify for the limited income program we will need to verify each person living in the household. This includes verifying all social security numbers for each household members.**

D. **Household Income:** Is considered to be the combined income of all persons living in the household such as (examples): Salary, child support, alimony, interest earnings, and rental income, Temporary Assistance for Needy Families, Supplemental Security Income, State Supplemental Payment, Social Security, Veteran, Disability, Unemployment, and Retirement Benefits; and other cash public assistance.

**In order to qualify for the limited income program we will need to verify the last 30 days of income. Any income that you have received in the last 30 days you will need to bring to the appointment. Examples of this include social security award letter, pension verification, disability letter, check stubs for the past 30 days of when your appointment is scheduled, or any other type of income that you have received in the past 30 days.**

- Paycheck stubs
- D.E.S. award letter (food stamps/cash assistance)
- Pension letter
- Social Security award letter
- SSI/disability letter
- Unemployment check stub
- Letterhead from employer with pay rate and weekly hours

3. **Renewal.** Participants in the COT Limited Income Assistance Program are qualified for up to 36-months from the approval date. Participants will receive notification via mail at least 30 days prior to the expiration period as a reminder to review eligibility for the COT Limited Income Program.

Participants that do not renew prior to the expiration date will be removed from the program and will be assessed the full COT Fees.

If you have any questions on the COT Limited Income Application or verification process, please contact COT Utility Services at (520) 791-5443 or visit our web site at [www.tucsonaz.gov/water](http://www.tucsonaz.gov/water).