

# **Southwest Gas Assistance Programs**

<http://www.swgasliving.com/content/arizona-assistance-programs>

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## **Back to Assistance Programs**

### **We can help lower your energy bills.**

Are you looking for ways to save money? We can help. If you are a Southwest Gas residential customer meeting certain income guidelines, you may qualify for assistance in paying your bills.

### **Click a link below to see if you qualify.**

**Arizona Smarter Greener Better® Low-Income Energy Conservation Bill Assistance Program** - This program is a short-term aid for low-income Southwest Gas customers who are facing a hardship or find themselves in a crisis.

**Arizona Smarter Greener Better® Low-Income Energy Conservation Program** – Whether you own or rent your residence, the Southwest Gas Low-Income Energy Conservation Program can assist you with money-saving home improvements to increase the energy efficiency of your home. Energy-saving measures are available to income-qualified customers, at no cost. Examples of energy-saving measures are caulking, insulation, weather-stripping, ductwork repairs and windows.

**Low-Income Ratepayer Assistance (LIRA)** - Get a discount on your gas bill!

**Deferred Payment Program** - If you can demonstrate a hardship and have outstanding bills, our deferred payment plan allows you to pay your bill over an extended period of time.

**Energy Share Program** - This program is an emergency fund which provides direct assistance to qualified people with unexpected financial difficulties, such as the loss of a job or a medical emergency. Your tax deductible Energy Share donations are completely managed and distributed by The Salvation Army. One hundred percent of all donations are used to help families and individuals in need.

**Arizona Self Help** - Visit to see additional health and human service programs that are available. This is an Arizona Community Action Association sponsored project and is not affiliated with any state agency.

# SWG - Arizona Low-Income Ratepayer Assistance (LIRA)

<https://myaccount.swgas.com/content/lira>

Text Size: [A](#) | [A](#) | [A](#)



## Arizona Low-Income Ratepayer Assistance (LIRA)

Arizona customers can receive a discount on their gas bill from November 1 through April 30.

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▼ **Rate Discounts**

[CARE Program \(California\)](#)

**[LIRA Program \(Arizona\)](#)**

[Energy Share](#)

[Outage Map](#)

Low-Income Ratepayer Assistance (LIRA) provides a 30% reduction on the 'per therm' rate. This is applied to the first 150 therms of natural gas used each month from November 1 through April 30.

[Apply or Recertify](#)   [Discontinue](#)

### Additional requirements for the LIRA Program.

- You must be a residential customer of Southwest Gas with the bill in your name.
- Southwest Gas reserves the right to verify your household income and eligibility.
- You are not claimed on another person's income tax return.
- You are required to renew your application every two years or when requested by Southwest Gas.
- Any connected service to a pool, spa, or hot tub must be prescribed, in writing, by a licensed physician.

### What is annual household income?

Total annual household income means all money from all sources, both taxable and non taxable, before deductions for all people who live in your home. This includes, but is not limited to:

- Wages or profit from self-employment
- Disability or Workers' Compensation payments
- Insurance or legal settlements
- Pensions
- Spousal or child support
- Scholarships, grants, or other aid used for living expenses
- Interest/dividends from: savings, stocks, bonds, or retirement accounts
- Social Security or SSDI
- SSP or SSI
- TANF (AFDC)
- Veterans Affairs benefits
- Unemployment benefits
- Rental or royalty income
- Cash and/or other income

#### LIRA Program Income Requirements

##### Annual Household Income Guidelines (effective July 01, 2014 through July 01, 2015)

Number of Persons Living in Household	Total Combined Income from ALL Sources
1	\$17,505
2	\$23,595
3	\$29,685
4	\$35,775
5	\$41,865
6	\$47,955
7	\$54,045
8	\$60,135

For each additional person, add \$6,090

# Pima County - Sewer Subsidy

<http://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=53304>

Library | Calendar | Employment


# PIMA COUNTY

Recreation | Health | Development | Business | Community | Environment

Pima County » Government » Wastewater Reclamation » Billing Questions +A -A

## Billing Questions

<h3>Contact Us</h3> <p>201 N. Stone Ave., 5th Fl.          Finance Department - Customer Service          Tucson, AZ 85701          (520) 724-6609</p>	<h3>Billing Address</h3> <p>City of Tucson          Billing Statement          P.O. Box 28804          Tucson, AZ 85726-8804</p>
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[En Español](#)

Sewer Billing
Sewer Outreach Subsidy (SOS) Program

### Subsidy Program for Low-income Customers

This low-income subsidy program was authorized by the Pima County Board of Supervisors in response to concerns about the ability of low-income residents to pay steadily increasing sewer rates. Rate increases have been necessary to meet rising costs associated with operations and maintenance, rehabilitation of aging sewer infrastructure, and mandated projects to meet increasingly stringent environmental standards.

The Sewer Outreach Subsidy program has a tiered rate structure based on federal poverty guidelines. Depending on income and household size, customers may qualify for a 25%, 50%, or 75% discount on their monthly sewer fees including the flat monthly service fee of \$12.63.

To be eligible for a discount on the monthly sewer user fees, customers must meet the following guidelines:

- Be a residential sewer customer
- Have a water/sewer bill in their name
- Meet income guidelines

## Pima County - Sewer Subsidy - Continued:

### How is income determined?

Income is considered the combined income of all persons who live in the home, including (but not limited to):

- Salary
- Child Support
- Alimony
- Interest Earnings
- Rental Income
- Supplemental Security Income
- Social Security
- Veteran Disability
- Retirement Benefits

### How can I apply for the low-income subsidy?

The Pima County Regional Wastewater Reclamation Department has partnered with the Pima County Community Action Agency (PCCAA) to administer the program.

**An appointment with PCCAA is required to determine eligibility.** To schedule an appointment, please call (520) 724-3794. You must provide the following at your appointment:

- Picture ID
- Proof of income for the last thirty days
- Your wastewater utility bill

Residents should not call RWRD as no one in the Department is authorized to determine eligibility or approve applications.

**Pima County - Sewer Subsidy - Continued:****Federal Poverty Guidelines**

(Based on FFY 2015 Federal Guidelines)

**100% Poverty Level = 75% Reduction**

Persons in Family	Annual Income	Monthly Income
1	\$11,670	\$973
2	\$15,730	\$1,311
3	\$19,790	\$1,649
4	\$23,850	\$1,988
5	\$27,910	\$2,326
6	\$31,970	\$2,664
7	\$36,030	\$3,003
8	\$40,090	\$3,341

Add \$4,060 for each additional person over 8

**125% Poverty Level = 50% Reduction**

Persons in Family	Annual Income	Monthly Income
1	\$14,588	\$1,216
2	\$19,663	\$1,639
3	\$24,738	\$2,062
4	\$29,813	\$2,484
5	\$34,888	\$2,907
6	\$39,963	\$3,330
7	\$45,038	\$3,753
8	\$50,113	\$4,176

Add \$5,075 for each additional person over 8

**150% Poverty Level = 25% Reduction**

Persons in Family	Annual Income	Monthly Income
1	\$17,505	\$1,459
2	\$23,595	\$1,966
3	\$29,685	\$2,474
4	\$35,775	\$2,981
5	\$41,865	\$3,489
6	\$47,955	\$3,996
7	\$54,045	\$4,504
8	\$60,135	\$5,011

Add \$6,090 for each additional person over 8

# Tucson Water - Low Income Assistance Program

<http://water.tucsonaz.gov/water/low-income>



## TUCSON WATER LOW INCOME ASSISTANCE PROGRAM

Tucson Water provides a fifty-percent (50%) monthly low-income bill credit to qualifying customers for the Tucson Water charges on their utility services statement.

### 1) To be eligible for the Tucson Water Low Income Assistance Program:

- You must be a Tucson Water customer.
- The Utility Services bill must be in your name.
- You must provide proof that you are qualified through one of these programs: Pima County Community and Economic Development, City of Tucson Environmental Services Department, or City of Tucson Parks and Recreation Department.
- You must meet the household size/income guidelines (see table below).

Federal Guidelines (updated April 2014)		
Number of people in household	Annual Income	Monthly Income
1	\$15,068	\$1,256
2	\$24,694	\$2,058
3	\$33,905	\$2,825
4	\$41,849	\$3,487
5	\$49,390	\$4,116
6	\$57,764	\$4,814
7	\$66,138	\$5,512
8	\$74,512	\$6,209
For each additional person, add:	\$8,374	\$698

### 2) How to qualify and re-qualify:

If you have qualified for assistance through one of these three programs below in the last 11 months, then you are already qualified for the Tucson Water Low Income Assistance Program:

- [Pima County Community and Economic Development](#) (520) 243-6794
- [City of Tucson Environmental Services](#) (520) 791-3171
- [City of Tucson Parks and Recreation](#) (520) 791-4877

You will remain qualified for 12 months from the date of approval. You will need to re-qualify for the program in 12 months. For information regarding qualifying through any one of these programs, contact the program directly.

### 3) Obtaining Low Income Assistance:

Once you are qualified through one of the programs listed above, call (520) 791-5443 or visit [Tucson Water Customer Services](#) at 310 W. Alameda St. to request participation.

# Environmental Services - Low Income Assistance Program

<http://water.tucsonaz.gov/es/low-income-assistance-program>

## Environmental Services

[Trash & Recycling Information](#)  
[Customer Service](#)  
[Residential Services](#)  
[Commercial Services](#)  
[Los Reales Landfill](#)  
[Environmental Management](#)  
[Education and Outreach](#)  
[About Tucson ES](#)



## Low Income Assistance Program

City of Tucson Environmental Services (ES) provides assistance to qualified customers for a \$12 credit toward their monthly ES charges. The credit is effective for one full year from the date you are approved for participation in the program.

To be eligible for the credit, you must:

- Receive residential trash service from the City of Tucson and directly pay the city environmental services fee. (Eligibility is limited to one location within City limits)
- Have the City utility bill in your name
- Meet household size/income guidelines, *and obtain verification of information provided*

### Income Guidelines for Calendar Year 2014

#### *Límites de Ingreso Para el Año 2014*

<i>Number of Persons in Household</i>	<i>Total Gross Annual Income</i>
1	\$15,068
2	\$24,694
3	\$33,905
4	\$41,849
5	\$49,390
6	\$57,764
7	\$66,138
8	\$74,512
<i>For each additional person, add \$8,374</i>	<i>Por cada persona adicional, sume \$8,374</i>

If you are not currently enrolled in the ES Low Income Assistance Program, please check the information packet for instructions about how to qualify for the program.

If you are currently enrolled, you will have to renew each year. You will be mailed a notice of renewal and an information sheet showing the current requirements for household size and income requirements and instructions for renewal. You will continue to receive the monthly credit until your renewal certification is approved.

If you have any questions regarding the ES Low Income Assistance Program, or have any other ES related issues, please contact ES Customer Service at (520) 791-3171 (Monday – Friday, 7:00 a.m. – 5:00 p.m.)

[English Instruction Sheet](#) 

[Spanish Instruction Sheet](#) 

# TEP - Customer Assistance Program

<https://www.tep.com/customer/assistance/support/>

**CUSTOMER CARE**

- Account Manager ▾
- Billing and Payment ▾
- Assistance Programs ▾
  - Low-Income Assistance →
  - Emergency Bill Payment
  - Low-Income Weatherization
- Rates and Tariffs ▾
- Construction Services ▾

Assistance Programs

## Customer Assistance Program

Monthly discounts for income qualifying customers.

We understand our customers sometimes face financial challenges, and when they do, we are ready to help. TEP's Customer Assistance Program offers monthly discounts for income qualifying customers who need support in meeting their energy costs.

Income qualifying TEP customers who need additional help may be eligible for emergency bill payment assistance and other basic services from TEP's primary partner agencies. [Learn more about services available from partner agencies.](#)

Log In to Account Manager



Login
New User?

[Forgot Your Password?](#)

### Do I Qualify for the Customer Assistance Program?

Discounts are available to customers who meet specific eligibility requirements:

- Utility account must be in your name
- You are a current residential customer
- You meet the following financial guidelines:

### Do I Qualify for the Customer Assistance Program?

Discounts are available to customers who meet specific eligibility requirements:

- Utility account must be in your name
- You are a current residential customer
- You meet the following financial guidelines:

A household gross income for the past 12 months that is at or below the following amounts, based on the number of people in your household:

Family Size	Annual Income at or Below:
1	\$17,505
2	\$23,595
3	\$29,685
4	\$35,775
5	\$41,865
6	\$47,955
7	\$54,045
8	\$60,135
More than 8	\$6,090* (add per person)

\*\$60,135 for 8 + \$6,090 for each additional person based on 2014 Federal Poverty Guidelines; above calculations are at 150 percent of the federal poverty level. Effective July 1, 2014 through June 30, 2015. Customer is required to reapply every two years.

### Application

Please download the Customer Assistance Program – [application form](#) . Then complete the form and submit it to TEP according to the instructions on the form.