



City of Calistoga Water and Wastewater Utility Assistance Program Guidelines (pilot project)

Program Overview

The City of Calistoga Water and Wastewater Utility Assistance Program provides means-tested financial assistance for qualifying single-family residential, multifamily residential, and mobile home park accounts. The program is designed to assist low-income Calistoga residents who are having difficulty paying for their water/wastewater bills. Calistoga residents may apply for one of the two program components noted below: However, residents ages 65 or older may qualify for both programs.

- 1) Recurring subsidy for up to June 30, 2026
 - Qualifying households may receive up to \$100 or up to \$200 per month recurring subsidy, this will reflect as a credit on the account for up to 12 months, depending on household income and size.
- 2) One-time assistance for past due bills
 - Qualifying households may receive up to \$1000.00 towards their past-due bills, depending on household income and size. The amount granted for this type of assistance will be reflected in one-time credit on the account.
 - If funding continues past June 2026, clients will only be eligible to receive past due amounts 1 time every 5yrs.

Program Eligibility Applicants must meet the following criteria:

1. Must be a renter or homeowner living in Calistoga city limits. These funds do not apply to business owners.
2. Must be the named account holder on the water account showing due or past due balance owed.
3. Households who receive LIRA assistance could be eligible for this aid. However, any other type of assistance that is covered by City of Calistoga Water and Wastewater aid would be consider duplication of services. The City's goal is to avoid duplication of services and reach the broadest number of qualifying residents.
4. Annual household income does not exceed the guidelines below:

	People in Household							
	1	2	3	4	5	6	7	8
Tier 1: Very Low (50%) Income Limits qualify for \$200 monthly	56,100	64,100	72,150	80,150	86,600	93,000	99,400	105,800
Tier 2: Low (80%) Income Limits \$100 monthly	89,750	102,550	115,350	128,150	138,450	148,700	158,950	169,200



5. Proof of documentation is required as well as completion of the application. Incomplete applications with missing documentation will not move forward for approval.
6. Households cannot be eligible to receive any other assistance with their water service to avoid duplication of service and to reach the broadest number of qualifying residents.

Application Process

UpValley Family Centers is working with City of Calistoga to manage the Water and Wastewater Utility Assistance Program and will review eligibility for all program applications. The application process is noted below:

1. Calistoga residents may submit a completed application to UpValley Family Centers, 913 Washington Street, Calistoga, CA or call 707-965-5010 to schedule an appointment with a case manager for assistance with completing the application. Business hours are Monday 10am-5pm, Tues-Friday 8:30am-5pm. Complete applications including back up documentation will be prioritized.
2. Case managers will review the application with the client and collect documentation. In the application, it will be required to enter all family member information including name, date of birth, and relationship to the applicant. In addition, unrelated people living in the residence should also be included to document total number in the household.
3. Verification of documentation will be required to participate in the program. At least one of the following is required per section for a complete application.
 - A. Income verification**
 - a. Prior tax returns
 - b. Most recent paystubs of all family members who have earned income (this excludes any high school students or full-time college students).
 - c. Social security income verification
 - d. Unemployment income verification
 - e. Rental income if subleasing
 - f. Other proof of income or loss of income
 - g. Signed affidavit statements of no-income
 - B. Residency verification**
 - a. Current photo identification of applicant
 - b. Public utility current statement
 - c. Rental agreement
 - d. Paystubs
 - e. Bank statements
 - C. Verification of need**
 - a. Current water bill (if requesting past due amounts, statement must include past due amounts).
4. Signature of applicant acknowledging the information regarding household members is correct.

Funding Determination



UpValley Family Centers' staff will review the qualifications, documentation, and application of each household, and each applicant will be notified of the decision on their application in writing. UpValley Family Centers will also send a list to the City of Calistoga every 15th of the month- with application approval, including the type of aid (recurring or one-time) and the amount approved. Qualifying households will receive aid in the form of credit on their water bill.

Program Funding Limitations

The funding for this Program is authorized by the City of Calistoga on an annual basis and is limited. Once the authorized funds have been expended, UpValley Family Centers will add prospective applicants to a waiting list and those households will be notified if additional funding becomes available.