

## Need Help With Your Water Bills?

A financial crisis can happen to anyone, regardless of age, income or family situation.

These challenges are often due to unforeseen circumstances, such as a job loss or illness. We understand, and we're here to help. Veolia Cares, a water assistance program created by Veolia and administered locally by El-Ada Community Action Partnership, provides relief to people facing temporary financial crisis.

Working with El-Ada Community Action Partnership, our local social service agency, Veolia Cares provides limited grants to pay residents' water bills. **We know you already have enough things to worry about. Paying your water bill shouldn't be one of them.** All we ask is that you meet the basic eligibility requirements outlined inside.



## Struggling to stay current on your water bill?

**Call us! We want to help.**

### Available Payment Plan Options

Reach out to Veolia's local Customer Service team at 208-362-7304 to learn more about payment plans.

- 1. 12-Month Enhanced Payment Arrangement Plan** - Pay 1/12 of past due balance + average monthly bill (based on 12 month prior bill history for that location) within 10 days, remaining past due and current balance will be due in equal monthly amounts for remaining 11 months.
- 2. Enhanced Payment Arrangement Plan** - Pay 1/4 of past due balance within 10 days, remaining arrears balance and current balance due within 90 days from the statement date.
- 3. Normal Payment Arrangement Plan** - Pay past due balance + current balance due prior to next bill due date (+/- 60 days).

### Budget Bill - Level Pay

Customers that have no past due balance owing, and have at least 12 months of consecutive billing history at the current service location, may qualify for budget billing-equal amount monthly payments. Sign up through your account at [mywater.veolia.us](http://mywater.veolia.us) or by calling our local Customer Service team at 208-362-7304.

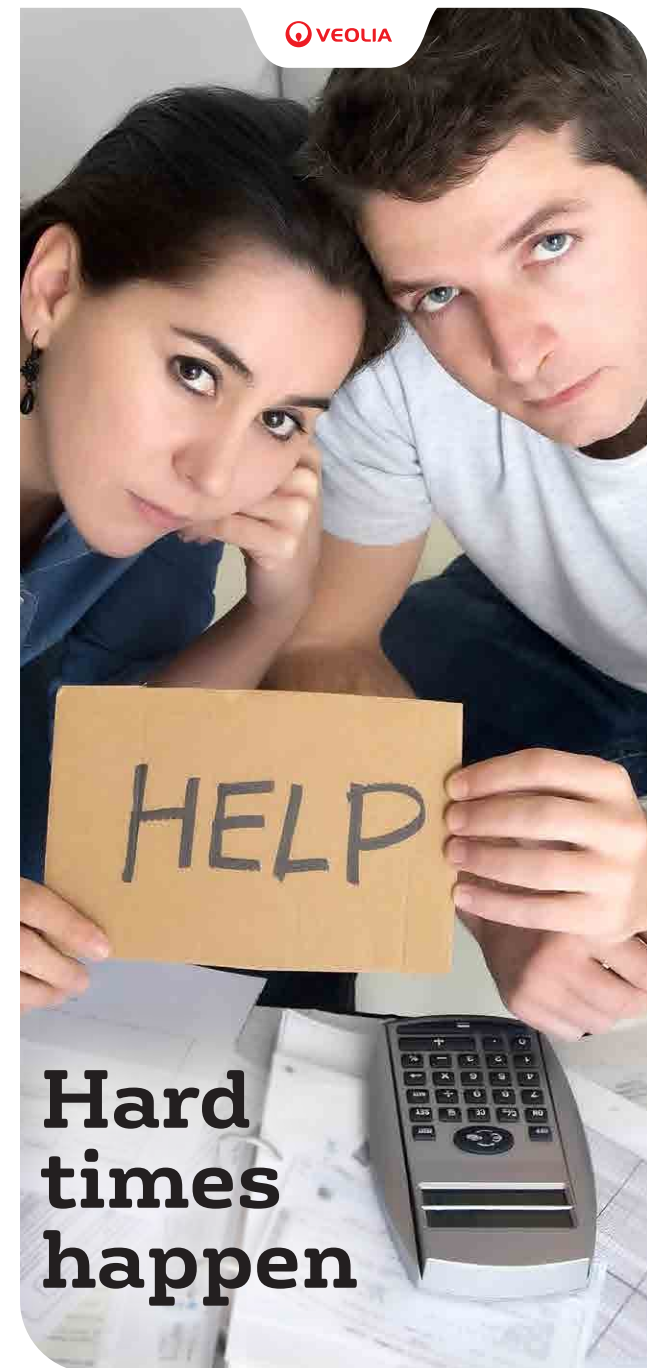
## Questions?

Veolia Cares is administered by the  
El-Ada Community Action Partnership  
2250 S Vista Avenue, Boise, ID 83705

[eladacap.org](http://eladacap.org)

To learn more about Veolia Cares or other financial assistance and eligibility requirements please call El-Ada Community Action Partnership at 208-345-2820.

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**Hard  
times  
happen**

**Veolia Cares**

## Veolia Cares Eligibility Requirements:

The program is available to residential customers who:

- Have an amount that is past due and meet El-Ada Community Action Partnership's low income requirements.
- Eligibility for all programs is based on gross income for one month of all household members.

Veolia Cares is financially supported by Veolia and administered in Idaho by El-Ada Community Action Partnership, a non-profit organization that provides assistance to eligible households for paying their water, sewer, gas, and electric bills.

## For More Information

To learn more about Veolia Cares, other financial assistance and eligibility requirements, please call El-Ada Community Action Partnership at 208-345-2820 or visit [eladacap.org](http://eladacap.org) for an application.



## Residence and Billing

The water bill must be in the applicant's name. Acceptable exceptions to the bill being in the applicant's name include:

- The bill is in the spouse's name and the spouse still resides in the home or is deceased.
- The applicant is elderly or disabled and a volunteer, family member, or social worker who has a letter of authorization is applying on his/her behalf.



## Required Documents:

Below is the list of documents you will need when you apply.

- Verification of income for each household member.
- Information about each member of their household.
- Veolia water bill.

## Status with Veolia

- The water customer's account balance must be past due.
- Grants must be used for consumption charges only. They cannot be used for deposits, reconnection fees or repairs.
- Customers can apply for a grant once in a calendar year.
- Customers will not receive a credit balance.
- **Remember, there are no late fees or penalties for Veolia customers with overdue payments.**

## Low Income Household Water Assistance Program: LIHWAP

The federal government also offers a Low Income Household Water Assistance Program, called LIHWAP.

This program uses federal money to help low-income families pay for home drinking water and wastewater services. El-Ada pays the water benefit directly to the utility company. To learn more information about LIHWAP, visit [eladacap.org](http://eladacap.org) or call El-Ada Community Action Partnership at 208-345-2820.