



## CARESHARE POLICY

The CareShare program is designed to assist eligible customers who have difficulty paying their water utility bills due to unforeseen financial hardship. The number of customers that can be helped is based on donations.

### Qualifications

A CareShare pledge adjustment is applicable to residential customers who :

- Have a Standard 5/8 x 3/4 Meter, 3/4 Meter, or a 1-inch Meter, and have no more than two (2) end users.
- Participate in the CareShare Program for a minimum of 12 consecutive months.
- Have not used the CareShare Program in the last 24 months.

*Commercial, Fire Hydrant, Fire Check Meter, Government, Industrial, Schools, Temporary, Wholesale, Emergency, Mobile Home/RV Park, and Multi-family (more than two (2) end users) accounts do not qualify for the CareShare Program assistance.*

### How to Apply for Assistance

- Complete the CareShare Application Form on the JCSUD website and submit it to JCSUD Customer Service.
- Call Customer Service and request a CareShare Pledge.

### Amount to be pledged

The amount to be pledged will be considered as follows:

- 1-month bill of usage.
- Hardship
  - Ex. Loss of a job/family member/unexpected financial hardship due to extenuating circumstances.
- The amount requested by the Customer will be considered dependent upon hardship.

### Availability

A CareShare pledge is available once every 24 months to customers who qualify for assistance. If a customer demonstrates a hardship within the 24-month period that expresses a hardship of catastrophic proportion, staff may consider other options and/or an exception to the once-in-a-24-month provision.

A payment plan may be offered to help the Customer pay for their bill to help with a financial burden.