



City of Bend Low-Income Assistance Program

The City of Bend offers the Low-Income Assistance Program to income qualifying residential utility customers for discounted service fees. This is a recurring bill discount program that provides a 50% reduction to the base fee charge published in the City of Bend Fee Schedule for each qualifying residential water service (water, sewer, and stormwater) and residential Transportation Fee.

The LIAP is available to income eligible residential accountholders with income at or below 60% State Median Income (SMI). Customers must re-qualify for the discount annually. Households receiving Oregon Department of Human Services Supplemental Nutrition Assistance Program (SNAP) or Temporary Assistance to Needy Families (TANF) are considered automatically eligible but must still enroll in the program and requalify annually.

TERMS & CONDITIONS

- **Account Type:** Only single-family residential accounts are eligible.
- **Account Ownership:** Applicant must be the named customer and reside at the dwelling identified on the City of Bend utility account. Accounts may be in the name of the individual(s) or a family trust where the settlors or testators are residents of the dwelling.
- **Income Guidelines:** Household income must be at or below 60% of State Median Income (SMI) by household size.
- **Prequalified:** Households receiving Oregon Department of Human Services Supplemental Nutrition Assistance Program (SNAP), or Temporary Assistance for Needy Families (TANF) benefits are automatically deemed to meet income guidelines. Enrollment is not automatic. Customers must follow the established application and/or renewal process to enroll in the program.
- **Effective Date:** Discounts will be applied to the account at the earliest day possible but no later than the first day of the month following approval. Discounts will not be prorated and are not retroactive.
- **Duration:** Upon qualification, accounts will be enrolled for a 12-month period.
- **Renewal:** Customers are required to requalify annually for the program.
- **Qualifying Charges:** Discounts may be applied to water, stormwater, and sewer utility base charges as well as transportation fee charges. Discounts may not be applied to franchise fees, consumption charges, late charges, or fees for violations such as meter tampering, obstruction, or bypass.

- **Water Service Shut Off and Collections May Still Apply:** Past due accounts will be subject to water service shut off and collection activities as defined by Bend City Code 14.10.070.
- **Temporary Hold on Collections:** Customers who believe they are eligible for the Low-Income Assistance Program but have not applied can contact City of Bend Utility Billing to receive a temporary hold on collection actions to allow time to complete the application process. Customers may receive one temporary hold in a 24-month period. The maximum duration of the hold is ten business days. If the City does not receive notification of approval within the stated time period, the account will be processed immediately for collections and water service shut off.

Crisis Voucher Program

The Crisis Voucher Program serves customers going through extenuating personal or financial shown to be interfering with their ability to pay their utility bill. Examples include, but are not limited to, death, job loss, divorce, birth/adoption of a child, funeral expenses, or domestic violence. This program became available after Federal and State funding for the Low-Income Household Water Assistance (LIHWA) program expires on March 31, 2024.

Qualifying customers will receive a bill credit equal to the amount owing at the time of application, up to a maximum of \$200. The maximum amount allowable is \$200 per 24-month period. Must be a residential customer who receive water services from the City of Bend. Stormwater and sewer only customers are not eligible for the Crisis Voucher.