

**The lifeline utility water rate is available only to utility water customers within the City of Monroe city limits under the following criteria:**

- a. Only one application per individual is allowed for the lifeline utility water rate.
- b. The utility water account shall be in the name of the individual owner or renter residing in the residence certifying eligibility for the lifeline utility water rate.
- c. Only one single family residential utility water meter account shall receive the lifeline utility water rate for each applicant and for each property served.
- d. Allowed water usage per month for metered account receiving lifeline utility water rate will be up to a maximum of 5000 gallons. All over 5000 gallons will be charge at the current non-lifeline utility water rate.
- e. The individual shall be or exceed sixty-two (62) years of age at the time of filing or be permanently disabled as per SSI, SSDA, or VA.
- f. In addition to age and/or disability requirement stated above the individual applicant must meet the income limits set annually by the federal Department of Housing and Urban Development ("HUD") concerning eligibility for HUD assisted housing programs, Section 8.
- g. Individuals must apply in person for the lifeline utility water rate at Customer Service, Tax and Revenue Division, Department of Administration located at 316 Breard, Monroe, La. The application must be notarized, have attached copies of SSI, SSDA, or VA documents, financial documents for HUD eligibility, and a copy of driver's licenses or birth certificate.
- h. Determination of eligibility and renewal shall be made by the Director of Administration, or his/her designee.
- i. The application is valid for 1 calendar year January 1 through December 31. All applications are required to be renewed annually and in person prior to January 1st of NEXT year. All lifeline rate applications not renewed by January 15th will be terminated and revert back to the normal utility water rate.
- j. Any account holder that is delinquent or has caused the City to write off debts owed by the account holder is not eligible for the lifeline utility water rate.
- k. Any account that becomes delinquent for more than 60 days will be ruled ineligible for the lifeline utility water rate for the rest of the current year.
- l. Any abuse or fraud of the lifeline utility water rate will be considered theft of City services and may be prosecuted accordingly.