



**25%**

discount on portions  
of your utility bill - for  
qualifying applicants

# RESIDENTIAL RATE ASSISTANCE PROGRAM

The Rate Assistance Program (RAP) offers up to a 25% discount on portions of your utility bill and is available to residents who are experiencing financial hardship or have a medical condition that requires higher than usual utility consumption. Supporting documentation will be required to confirm eligibility for RAP.

**To learn more or see if you qualify for RAP, contact us at:  
[cityofpaloalto.org/RAP](http://cityofpaloalto.org/RAP) or (650) 329-2161**

## Financial Resources for Residential and Commercial Customers

Due to the Coronavirus (COVID-19) emergency, we have expanded some of our financial resources for utilities customers:

A moratorium on residential and commercial service disconnections due to non-payment.

The maximum period for payment arrangements for all customers has been extended. In order to receive a payment arrangement, the utility account holder must contact Customer Service. Payment plans are reviewed on a case by case basis to determine a customer's individual installments.

Program availability is subject to change.

**Visit [cityofpaloalto.org/coronavirus](http://cityofpaloalto.org/coronavirus) for the most up to date information regarding COVID-19.**



CITY OF  
**PALO ALTO**  
UTILITIES

Individuals with disabilities who require accommodations to access City facilities, services or programs, or who would like information on the City's compliance with the Americans with Disabilities Act (ADA) of 1990, may contact the City's ADA Coordinator at (650) 329-2368 (voice) or email [ada@cityofpaloalto.org](mailto:ada@cityofpaloalto.org)  
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