

RESIDENTIAL RATE ASSISTANCE PROGRAM

UTILITY RATE SCHEDULE C-4

A. APPLICABILITY:

This schedule applies to residential premises that qualify for participation in the Utilities Residential Rate Assistance Program.

Residential premises within the city limits of Palo Alto may include a single-family dwelling, a multi-family dwelling, a mobile home, or trailer home. The residential dwelling must be served either (i) by a separately metered utility service(s), (ii) master-metered accounts that provide utility electric or gas services to applicable tenant dwellings in qualifying subsidized housing communities, or (iii) be within a mobile home or trailer park, having electric or gas utility service sub-metered by the landlord-owner.

B. RATES:

The Rate Assistance Program provides residential customers with a discount of twenty-five percent (25%) on electric and natural gas rates, and twenty percent (20%) on storm drainage charges listed in the applicable City of Palo Alto Utilities Electric, Natural Gas and Storm Drain Rate Schedules.

C. SPECIAL CONDITIONS:

1. Application for participation in the Rate Assistance Program (RAP) must be made annually, although there is no maximum length-of-term for program participation.
2. Customer participation in the RAP is limited to residential electric, natural gas, and storm drain services.
3. Residents may qualify for participation in the RAP for either medical or economic reasons:

To qualify for medical reasons, a resident must annually provide a physician's letter certifying the medical condition of the resident and the medical necessity as a result of that condition of either (i) special medical equipment requiring substantial electricity or gas, or (ii) special environmental temperature needs.

To qualify for economic reasons, residents must meet United States Department of Housing and Urban Development (HUD) Guidelines for low income. In order to remain on the program, the City requires that a resident provide proof of annual household income. Residents participating in RAP based on economic reasons will be eligible to receive a 25 percent discount on gas and electric, and 20% discount on storm drainage charges. Residents participating in RAP based on medical reasons will be eligible to receive a 25

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percent discount on the applicable gas, and/or electric charges.

4. A condition of participating in RAP, customers must enroll and participate in the Utilities Department "Residential Energy Assistance Program (REAP)". REAP provides free customer educational materials, efficiency assessment of the residence, installation of eligible weatherization measures, repair or replacement of eligible appliances, and a natural gas leak safety inspection. Customer failure to participate in REAP will disqualify current and future participation in the Rate Assistance Program.
 5. Participation in the RAP is limited to the primary residence of the customer, with one qualifying residence per individual customer.
 6. The 25 percent discount in electric and gas charges and the 20 percent discount in the storm drain charges do not relieve the customer of the obligation to pay the Utility Users Tax. Such tax will be computed on the gross utility charges before the application of the discount.
 7. Participation in the RAP does not relieve the customer from the obligations to pay utility charges when due, or meet the requirements of any Utilities Department Rule and Regulation.
 8. It is unlawful to knowingly provide incorrect information in connection with a RAP application. Such violation could result in a \$1,000 fine or six months in jail, or both.
- D. The procedures for qualification and interpretation of the provisions of this Rate Schedule, or other Rules and Regulations applicable to the Rate Assistance Program shall be made by the City Manager or designee whose determination shall be final. *{End}*

