



P.O. BOX 675 • 61750 CHOLLITA ROAD • JOSHUA TREE • CALIFORNIA 92252
TELEPHONE (760) 366-8438 • FAX (760) 366-9528
WEBSITE www.jbwd.com • E-MAIL customerservice@jbwd.com

CUSTOMER ACCOUNT ASSISTANCE PROGRAM (CAAP)

The Customer Account Assistance Program (CAAP) provides a method to request reduction of a high bill of unknown or accidental origin. The Program was created to assist customers who are victims of extraordinary or unusual circumstances.

The procedure includes your written application and Joshua Basin Water District (JBWD) investigation. Until the Joshua Basin Water District (JBWD) receives your written application, the bill is due as presented. While an investigation is being conducted, each customer is required to pay an amount equal to a typical bill from the same period in the prior year, the "good faith payment." JBWD Staff can assist in determining this amount. No delinquent charges will accrue and no lock-off for non-payment will occur, with respect to the amount in question, while the investigation is underway as long as a good faith payment is made by due date. Other charges must be paid when due. The application, plus information obtained as a result of the review and investigation will be forwarded to the General Manager or a designee. The General Manager (or designee) shall determine the amount of assistance, if any, based upon review of the information obtained and in accordance with the current policy. No assistance will be considered for excessive water use cases that result from violation of the JBWD Rules and Regulations.

General Guidelines

- Customers are limited to two (2) CAAP's within a five (5) year period at the same location. A new owner-customer at the same location may be considered for assistance.
- A water survey is also required before any assistance is provided. Customer or representative must be present at the water survey conducted by the District employee.
- Assistance is limited to no more than two consecutive billing cycles; assistance is calculated by comparing the difference between the current and the prior year's bills, for the month(s) in question. If water bill is greater than \$400 for two months and compared to the previous year's usage, customer is eligible for assistance.
- If the difference is less than \$400.00, the account is not eligible for a CAAP. A payment plan, following existing procedures, will be offered.
- If the difference is more than \$400, an adjustment of, no greater than 25% of the water usage may be approved by the GM (or designee), up to a maximum assistance of \$800. The remaining bill is the customer's responsibility to pay. The customer may request a payment plan for the balance.
- Account holder must show proof of repair of any leaks before receiving assistance. JBWD Staff will verify repairs have been made.

JOSHUA BASIN WATER DISTRICT

CUSTOMER ACCOUNT ASSISTANCE PROGRAM APPLICATION

NAME:	ACCT. #
BEST WAY TO CONTACT: EMAIL/PHONE	PARCEL #
SERVICE ADDRESS:	MAILING ADDRESS:
AMOUNT OF BILL IN QUESTION: Date of Bill(s):	\$
NORMAL BILL, SAME PERIOD LAST YEAR: Date of Bill(s):	\$
REASON FOR ASSISTANCE REQUEST:	
WHY IS BILL HIGHER THAN NORMAL?	
ASSISTANCE AMOUNT REQUESTED:	\$

I HEREBY REQUEST THAT CONSIDERATION OF ASSISTANCE AS OUTLINED ABOVE BE MADE. I ACKNOWLEDGE RECEIPT OF THE CUSTOMER ACCOUNT ASSISTANCE PROGRAM INFORMATION AND AUTHORIZE THE JOSHUA BASIN WATER DISTRICT TO CONDUCT AN INVESTIGATION. I AGREE TO COOPERATE WITH THE INVESTIGATION INCLUDING A WATER CONSERVATION SURVEY.

SIGNATURE

DATE

This section for District use only		
DATE APPLICATION RECEIVED _____		
<input type="checkbox"/> APPROVED	<input type="checkbox"/> DENIED	ASSISTANCE AMOUNT \$ _____
AUTHORIZED SIGNATURE _____		