

Veolia in partnership with SHARES Guidelines

Eligibility Guidelines for the Veolia Cares Program

About the Program

Veolia and SHARES have partnered to create a water assistance program to provide help to those who are in a temporary financial crisis. The program is not based on income. State specific grant thresholds determine how much you can receive. All grant payments are issued directly to the utility company on the customer's behalf.

Eligibility Guidelines

Households MUST:

- Be a residential Veolia customer with an active account.
- Be experiencing a temporary financial crisis, such as a job loss or illness.
- Have arrears on their Veolia bill.
- Have made a good faith payment of at least \$20 within 90 days of application date.

Households MAY:

- Receive a grant once between January 1 and December 31 of a given year.

Veolia Cares Program Policies and Procedures

Residence and Billing

- Veolia will reject multi-dwelling account applications – no exceptions.
- The customer must have an actual meter reading submitted at time of application. Estimated readings will be rejected – no exceptions.
- Account holder must reside at the service address listed on the utility bill. A family member, spouse or significant other can apply for assistance provided they reside in the home.

Status with Veolia

- The customer does not need a shut-off notice to apply.
- Customer must have made a good faith payment of at least \$20 on their account within the last 90 days of the application date. If a good faith payment has not been made within the previous 90 days of application, the customer must make the payment first.
- Grants will be used for water consumption charges only – not for deposits, reconnection fees, repairs, etc.
- No customer will receive a credit balance.

Required Documentation

SHARES must receive these documents within 14 days of the application date to process an application

Personal ID for the Applicant or Account Holder

Any unexpired government issued ID must be provided for the applicant or account holder. If the address is listed on the ID provided and it does not match the service address, additional proof of residency is required.

Proof of Residency

If any documentation provided throughout the application process includes an address that does not match the service address, further proof of residency will be required. To prove residency, additional documentation dated within 30 days of the application date showing name and address must be provided.

Proof of Income

There are no income guidelines for this program, so no income documentation is required.

Most Recent Veolia Bill

Provide the most recent Veolia bill to include all pages. This information is verified with Veolia.

Completed Signed and Dated Application

- The application must be signed and dated.
- If a volunteer, family member, or social worker is completing the application for an account holder that is elderly or disabled and unable to complete the application on their own a Power of Attorney document or letter of authorization will be required.