

Eligibility Guidelines for Veolia Water NY Water Affordability Program

About the Program

Veolia's Water Affordability Program is the first program in New York to offer low-income water utility customers a monthly bill discount. The discount will be applied to your meter facility charge, which can account for up to 25% of your monthly bill. In addition to receiving a monthly bill discount, qualifying customers will also be able to:

- Receive a one-time waiver of the reconnection fee each year if their service is shut off due to non-payment.
- Get double the Veolia rebate amount when purchasing certain water-saving appliances.

Eligibility Guidelines

Applicants MUST:

- Be the customer of record and be a residential Veolia customer with an active account.
- Participate in another utility affordability program or be the recipient of a government public assistance program (see list under required documentation) within the proceeding 12 months.

Required Documentation

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

Assistance Received

If an applicant has received a benefit in the last 12 months from another utility affordability program or received assistance through any of the government public assistance programs below, they may provide proof of benefit or the benefit award letter.

- Bureau of Indian Affairs General Assistance
- Federal Lifeline Program
- Federal Public Housing Assistance
- Food Distribution Program on Indian Reservation
- Home Energy Assistance Program (HEAP)
- Medicaid
- Safety Net Assistance
- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP)
- Tribal Head Start
- Tribal Temporary Assistance to Needy Families
- Temporary Assistance to Needy Persons/Families (TANF)
- Veteran's Pension
- Veteran's Survivor's Pension

Most Recent Veolia Water NY bill

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

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.

Re-certification

Account Holders will be required to re-certify by December 31st of every year and will be notified by SHARES when it's time to re-certify.