

Lifeline Rate Assistance Program

Frequently Asked Questions



What are the qualifications for the Lifeline Rate?

Seniors: A person 62 years of age or older with limited income (see the end of the document for income qualifications) and electric utility service in their name.

Disabled: A person with a permanent disability with limited income (utility service does not have to be in the permanently disabled person's name). A physician form is required stating that the disability is permanent.

Do I have to complete the entire Lifeline application?

Yes. (If a portion of the application does not apply to you, please write NONE or N/A.)

Do I have to provide copies of all of my household income?

Yes. Any member of your household, who receives income, must provide copies of that income.

Why do I have to provide you with copies of my income? That's personal information.

Because you are requesting that Burbank Water and Power (BWP) pay a portion of your utility bill and we require proof that you are eligible. All information will remain confidential.

What kind of income documents do I need to provide to BWP?

Social Security benefit letter; Social Security Insurance benefit letter; Two months of bank statements; Housing assistance benefit letter; tax return, etc. If a family member is assisting you financially, please have them provide a notarized statement documenting the assistance.

Can I receive a retroactive credit for the Lifeline rate?

No. The only exception to this would be if BWP made an error when processing your application. BWP has 60 days to process your application once submitted.

Can I receive the Lifeline rate at more than one residential location?

No. You are only eligible to receive the Lifeline rate at only one residence.

I need help filling out the Lifeline application because I don't understand how to complete it.

You can take the application home and have a family member or friend help you. If you still have questions, please call us at 818-238-3722.

I mailed my Lifeline application to BWP weeks ago but you say BWP has no record of receiving it; what do I do?

If BWP has no record then a new application will need to be submitted. We would suggest that you drop it off in our office instead of mailing it.

If my parent moves to a long-term care facility and the house is vacant, can he/she still receive the Lifeline rate until the house is sold?

No. If the qualifying person does not live in the residence the Lifeline rate must be removed.

LIFELINE AND LIFESUPPORT PROGRAM INCOME GUIDELINES

To apply for these programs, a completed application is necessary. You can call 818-238-3722 to request the application or you can print it out at <http://www.burbankwaterandpower.com/download/2010-Lifeline-LifeSupport-Application.pdf>

Mail Application to:
Burbank Water and Power
Lifeline Program
P.O. Box 631
Burbank, California 91503-0631