



**WATER AND
POWER**

LOW-INCOME RESIDENTIAL ASSISTANCE APPLICATION

BurbankWaterAndPower.com | Customer Service: (818) 238 - 3572 | BWPLIRAP@burbankca.gov

Step 1: Review Billing Assistance Amounts and Eligibility Requirements

Applicants must meet the following conditions to qualify for the program:

- 1** You are the Account holder or the Co-Applicant on the BWP Account.
- 2** You meet the income requirements for the Burbank PASS Program.
- 3** Customers who have participated in the COVID-19 Job Loss Bill Credit Program are **NOT** eligible to receive the Outstanding Balance Assistance or Lifeline Enhanced Balance Assistance.
- 4** In order to qualify for the Outstanding Balance Assistance, the applicant must be **91+ days** past due and have a balance of **\$500 or more in electric service** charges on their bill as of October 1, 2021.

Bill Assistance Amounts		
The assistance will be applied as a bill credit to the electric portion of the applicant's utility bill.		
	Residential Customer	Lifeline Customer
Basic Assistance	\$50	\$50
Outstanding Balance Assistance (91+ days)	\$300	N/A
Lifeline Enhanced Outstanding Balance Assistance	N/A	up to \$1,000

Burbank PASS Program Income Eligibility	
Household Size	Gross Annual Income Limit
1	\$69,580
2	\$76,538
3	\$84,191
4	\$92,610
5	\$101,871
6	\$112,059
7	\$123,265
8+	\$135,591

Step 2: Complete Application and Household Income Information

BWP Account Holder or Co-Applicant Name: _____

Service Address: _____ City: _____ State: _____ Zip: _____

Phone: () _____ Type: Cell Home Other: _____

Email: _____

BWP Account Number: _____

Household Income

Please provide your household income information.

Household size (number of residents): _____ **Annual Income:** _____

I attest that my household meets the Burbank PASS Program income limits and qualifies for the Low-Income Residential Assistance Program.



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Step 3: Review and Accept Program Terms and Conditions

Program Applicant must be the Account holder or Co-Applicant on the BWP account. To become a co-applicant on the BWP account, please call BWP Customer Service at (818) 238-3700, Monday - Friday between 7:30 am and 5:00 pm. By participating in this program, you agree to commit to making a payment arrangement in the future to make your account current. BWP will begin reaching out to customers in January 2022 to set up a payment arrangement. We encourage you to begin making payments before that time comes. Failure to honor payment arrangement conditions can lead to bill credits being forfeited.

BWP reserves the right remove any bill credits if an applicant is found to have falsified any information provided on this application. Program enrollment is limited to one approved applicant per household. Program is subject to change without notice. Program is available until funds are exhausted or until January 31, 2022, whichever is sooner.

By signing this form you hereby swear and attest that all information contained in this application is true and correct.

Signature: _____ **Date:** _____

Step 4: Submit Your Application by Mail or Drop Off in Person

Mail:
Burbank Water and Power
P.O. Box 631
Burbank, CA 91503-0631

Drop Off in Payment Dropbox:
Burbank Water and Power
164 W. Magnolia
Burbank, CA 91502-1720

FOR BWP USE ONLY
Application Number:

Have you been impacted by COVID-19? Please tell us how.