

LOW-INCOME RATE ASSISTANCE (LIRA) INFORMATION SHEET

Read this information carefully prior to completing the application. One application per household will be accepted. Attach the required documentation to the signed application and return to: City of San José, Customer Contact Center, 200 E. Santa Clara St., 11th Floor, San Jose, CA 95113.

LIRA Information

- **The person applying for LIRA must pay the bill directly, have his or her name on the City of San José Recycle Plus Account, and live at the address for which the reduced rate is requested.**
- The information you provide will be used to decide if you are eligible for reduced rates. Low-income rate assistance is voluntary. **If you choose to apply, you must provide the information requested.**
- Failure to provide all required information will result in ineligibility.
- Applications cannot be approved until all required documentation is received.

Notification

No separate approval notice will be sent if it is determined that you are eligible for reduced rate. Your rate reduction will appear on the next bill after approval of application. If it is determined that you are ineligible for reduced rates and/or proper documentation is not submitted, a separate notice will be sent. Processing timeframe is 6 to 8 weeks. During this time, you must continue to pay the full balance on the bill.

Verification of Eligibility

You must provide CURRENT information at least once a year. The **Total Household Gross Income For All Residents** must fall within the current income guidelines. **Household income** is defined as all monies received from any source. **Household** is defined as all members (all adults or children) living in the home for three or more days per month. Once approved, you can expect to receive a LIRA Renewal Application from the City of San José each year to re-verify your continued eligibility for LIRA.

Audit/Review

In the Audit/Review Process, we request that income documentation, proof of residency, and verification of household members are provided. If you receive an audit/review letter you must respond to avoid cancellation. The City of San José requires that you report changes in income and residency/household as they occur.

Submission of false documentation will result in financial liability for all reduced rates granted from original date of approval.

DID YOU REMEMBER TO:

- Answer all questions on the application, sign, and include a daytime telephone number?
- Attach required documentation?

| 2009 LOW-INCOME GUIDELINES | | | | | | |
|--|---------|----------|-----------|-----------|-----------|-----------|
| CATEGORY A: Households of any size (for each additional occupant add \$545 per month) | | | | | | |
| Household Size | Monthly | Annual | 20 gallon | 32 gallon | 64 gallon | 96 gallon |
| 1 | \$1,579 | \$18,953 | \$18.13 | \$19.25 | N/A | N/A |
| 2 | \$2,125 | \$25,498 | \$18.13 | \$19.25 | N/A | N/A |
| 3 | \$2,670 | \$32,043 | N/A | \$19.25 | N/A | N/A |
| 4 | \$3,216 | \$38,588 | N/A | \$19.25 | \$27.50 | N/A |
| 5 | \$3,761 | \$45,133 | N/A | N/A | \$27.50 | \$41.25 |
| CATEGORY B: Households of 5 or more occupants (for each additional occupant add \$623 per month) | | | | | | |
| 5 | \$4,298 | \$51,580 | N/A | N/A | \$41.25 | \$61.88 |
| 6 | \$4,922 | \$59,060 | N/A | N/A | \$41.25 | \$61.88 |
| 7 | \$5,545 | \$66,540 | N/A | N/A | \$41.25 | \$61.88 |
| Regular Rates | | | \$25.90 | \$27.50 | \$55.00 | \$82.50 |

*Larger carts are available for bigger households. Please call Customer Contact Center at (408) 535-3500 for details.

Note: You will be automatically enrolled in the least expensive category for which you are eligible, based on the information you have provided. Low-income guidelines are revised annually to adjust for inflation and applications will be approved according to the most current income guidelines available.