

LOW-INCOME RATE ASSISTANCE (LIRA) INFORMATION SHEET

Due to limited funding the LIRA program is currently closed to new applicants. A waitlist is available for customers who are interested in applying for the program. New applications will be approved as current customers are removed from the program. Please contact the Customer Contact Center at (408)535-3500 if you would like to be added to the waitlist. Do not submit this application unless you have been contacted by City of San Jose staff to submit the application.

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

- Customers interested on the LIRA program must contact the Customer Contact Center at (408)535-3500 to be placed on the waiting list.
- It is the responsibility of the interested party to notify the City of San Jose of any address and/or telephone number changes in order to maintain your position on the waitlist. Failure to do so will result in your name been removed from the waitlist.
- When funding becomes available, City of San Jose staff will contact you by phone and a LIRA application will be sent to you.
- The LIRA applicant must pay the bill, and live at the address for which the reduced rate is requested.
- The LIRA program applies only to customers receiving single family residential garbage service (and some mobile home park residents). Renters must provide the verification form signed by property owner or property manager.
- The information you provide will be used to decide if you are eligible for reduced rates. Failure to submit LIRA application and all required information within 3 weeks will result in ineligibility. You will be removed from the waiting list and will need to contact the Customer Contact Center to restart the waitlist process.

Notifications

No separate approval notice will be sent if it is determined that you are eligible for LIRA. Your rate reduction will appear on the next bill after approval of application. If you are ineligible for LIRA 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

For the Audit/Review Process, income documentation, proof of residency, and verification of household members must be provided. If you receive an audit/review letter you must respond to avoid cancellation. The City of San José requires you to 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?

2011 LOW-INCOME GUIDELINES

CATEGORY A: Households of any size (for each additional occupant add \$557 per month)

Household Size	Monthly	Annual	20 gallon	32 gallon	64 gallon	96 gallon
1	\$1,588	\$19,058	\$19.76	\$20.97	N/A	N/A
2	\$2,145	\$25,743	\$19.76	\$20.97	N/A	N/A
3	\$2,702	\$32,428	N/A	\$20.97	N/A	N/A
4	\$3,259	\$39,113	N/A	\$20.97	\$29.95	N/A
5	\$3,816	\$45,798	N/A	N/A	\$29.95	\$44.93

CATEGORY B: Households of 5 or more occupants (for each additional occupant add \$637 per month)

5	\$4,362	\$52,340	N/A	N/A	\$44.93	\$67.39
6	\$4,998	\$59,980	N/A	N/A	\$44.93	\$67.39
7	\$5,635	\$67,620	N/A	N/A	\$44.93	\$67.39

Regular Rates			\$28.23	\$29.95	\$59.90	\$89.85
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*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.