



**City of Washougal**  
**Emergency Utility Assistance**  
Finance – Utility Billing  
1701 C Street  
Washougal, WA 98671  
(360) 835-8501 • Fax (360) 835-8808  
[www.cityofwashougal.us](http://www.cityofwashougal.us)

*For City Use Only:*

### ***Program Requirements***

Emergency Utility Assistance is a City of Washougal Utility program created to assist its low-income customers who have a demonstrated need in paying their water and/or sewer utility bills.

Funding for this program is provided by the generous donations of City of Washougal Utility employees, customers and others. Every penny donated to this program goes directly to assist qualifying customers. None of the funds are used for administrative expenses. The tax donations made by citizens are tax deductible.

Administration of the Emergency Utility Assistance program is patterned after the Heating Assistance program. Eligibility for the Emergency Utility Assistance program is for those customers who are screened and meet requirements of the federal Low-Income Home Energy Assistance Program.

#### **Eligibility Guidelines:**

1. Total household annual income must meet the eligibility standards for the federal Low-Income Home Energy Assistance Program.
2. The customer's household must not be receiving subsidized housing assistance.
3. The person applying for Emergency Assistance must reside in the home (service address).
4. The customer must have a disconnect notice, which identifies the residence as being in danger of having water service terminated due to non-payment.

#### **Assistance Limits:**

1. The maximum allowable grant for a qualifying customer is \$250.00 and is limited to one bill.
  - a. A bill that is less than \$250 will receive a grant only for the amount billed.
2. A qualifying household may receive an Assistance grant not more than once every 6 months.

If you are a City of Washougal utility customer seeking assistance, you may fill out a form found online at [www.cityofwashougal.us](http://www.cityofwashougal.us).