



Water Rate Assistance Program Update

Water Supply and Demand Management Committee, June 8, 2026

Rachael Gibson, Chief of External Affairs

Blanca Sanchez-Cruz, Acting Unit Manager, Office of Civic Engagement

WRAP Program Summary

Current Status: Third program year (PY) in progress.

Goal: Provide one-time (per program year) emergency water bill payment assistance to LIHEAP-eligible households in Santa Clara County.

Current Challenges:

- Projected funding gap for PY3
- Barriers to customer access

Opportunities:

- Program Evolution
- Streamline Intake

Historical Baseline (Program Years 1 & 2)

Households with:

Participant Profile:



Person living with disability

679 (15%)



Person older than 60

2,543 (59%)



Children under 5

1,186 (28%)

Average annual household income: **\$26,412**

WRAP Utilization Across Program Years:

Total Payments: **5,544** as of May 26, 2026

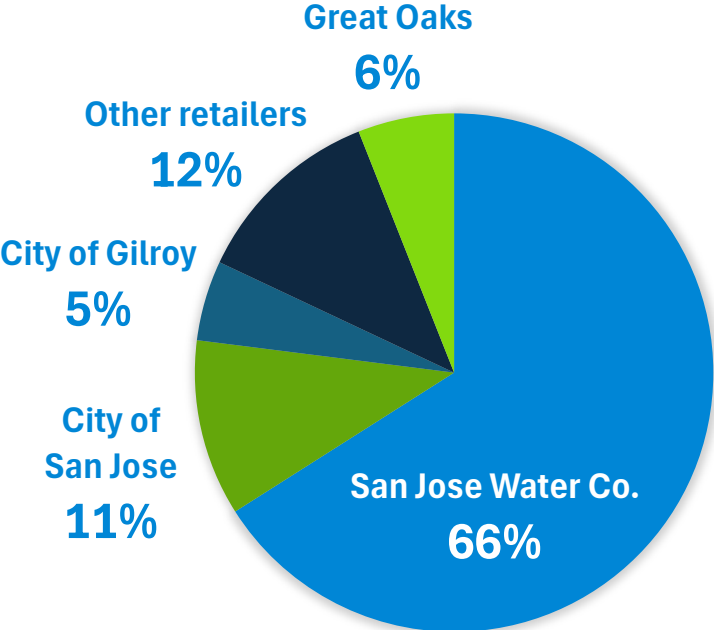
Total Funding Distributed: **\$2.53M** as of April 26, 2026

Program Year 1 (Sept. 21 – May 23)		Program Year 2 (Jun. 23 – Nov. 24)		Program Year 3 (Sept. 25 – Apr. 26)	
# of eligible applications	2,119 (44%)	# of eligible applications	2,135 (40%)	# of eligible applications	1,290 (90%*)
# of applications	4,793	# of applications	5,401	# of applications	1,436
Funds distributed	Total: \$1.02M/\$1M Aver. Bill: \$481	Funds distributed	Total: \$982K/\$1M Aver. Bill: \$460	Funds distributed	Total: \$532K/\$1M Aver. Bill: \$412

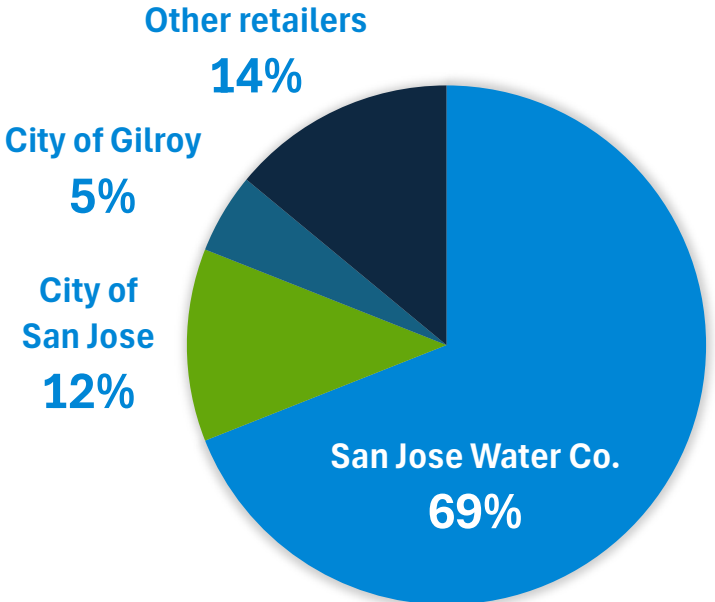
*Includes backlog of eligible applicants from PY2

Percentage of Payments by Retailer

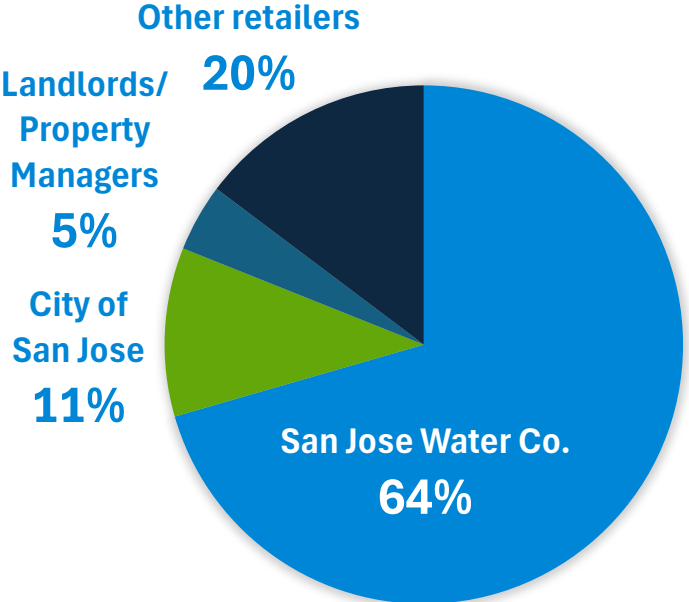
Program Year 1



Program Year 2

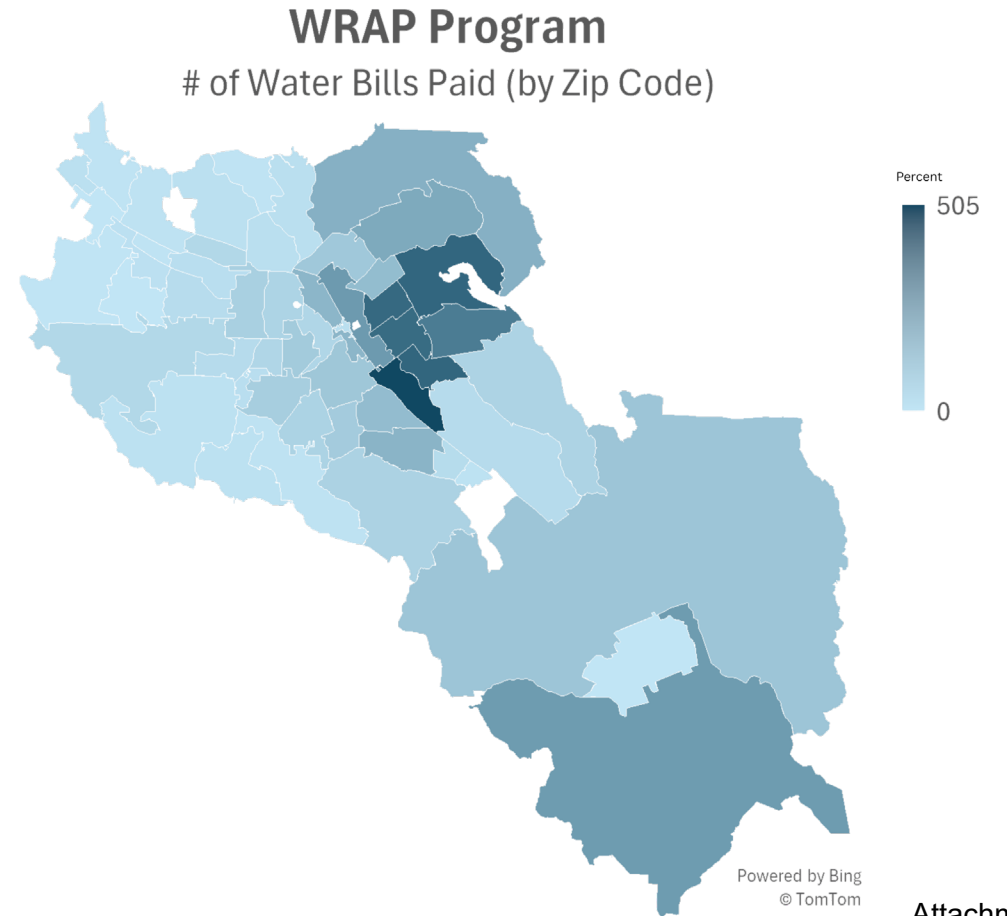
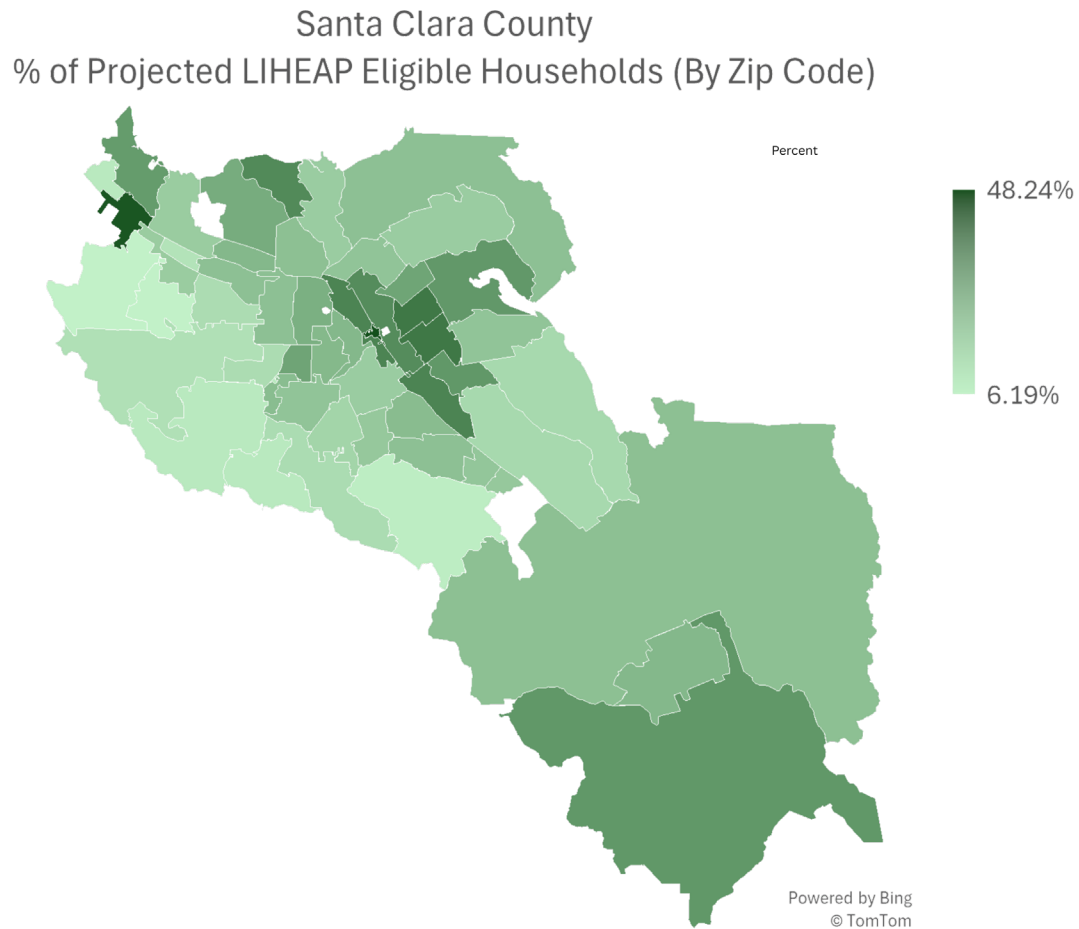


Program Year 3



Geographic Utilization

- Alignment of impact
- Core saturation



Participation barriers and Impacts

- **Overcoming stigma & power imbalances**
- **Eliminating administrative hurdles & verification red tape**
- **Strategic bottom line**

Opportunities

- **Program Year Alignment**
 - Transition to a standardized calendar year cycle
- **Coordination with other customer assistance programs**
 - Streamlined intake options

Transition to a sustained assistance model

- Operational efficiencies to reduce barriers
- Bolster utilization tracking

Questions

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