



AM I ELIGIBLE?

Yes, If you have an active Utility Account with The City of Lake Wales and you meet the Income Guidelines:

Number of People In Household	Total Household ANNUAL Income*	Total Household MONTHLY Income*
1	\$18,347	\$1,529
2	\$24,719	\$2,060
3	\$31,091	\$2,591
4	\$37,463**	\$3,122

* Up to 135% of U.S. Poverty Guidelines
** For each additional person, add \$6,372



If you receive State or Federal Help from:

- ❖ Supplemental Nutrition Assistance Program (SNAP)
- ❖ Medicaid
- ❖ Supplemental Security Income (SSI)
- ❖ Federal Public Housing Assistance (Section 8)
- ❖ Veterans Pension Survivors Benefit



Lifeline Assistance Program

Helps reduce the cost of your monthly Utility bill to Low-Income customers in our City.

INSIDE-CITY LIMITS CUSTOMERS

Offers a monthly Water credit of \$8.09 (plus tax) and a monthly Sewer credit of \$28.74 totaling a credit of \$37.64.

OUTSIDE-CITY LIMITS CUSTOMERS

Offers a monthly Water credit of \$10.13 (plus tax) totaling a credit of \$11.14

MULTI-UNIT CUSTOMERS

Offers a monthly Water credit of \$6.47 (plus tax) and a monthly Sewer credit of \$23.00 Totaling a credit of \$30.12



Questions & Answers

How Do I Sign Up?

Visit the City Administration Building located at: 201 W Central Avenue to obtain an Application. Submit the completed application along with the supporting documents needed to the Utility Billing Customer Service Desk.

How Long will I Receive the Discount?

The Discount is good for 12 months from the first discounted bill cycle. You will have to renew 30 days prior to the expiration.

Can I Mail in My Application & Documents?

Yes, you can mail your completed application and documents to our office by sending them to: P.O. Box 1320 Lake Wales, FL 33859. You can also E-mail them to our Utility Billing Dept at: Utilitieservices@lakewalesfl.gov

What Happens If I forget to renew?

If you forget to renew the discount will no longer appear on your monthly Utility Bill. You can still renew after, but you will not receive credit for the month(s) that lapsed.

Will The City Mail a Renewal Notice?

No. The Customer whom receives the discount is fully responsible for renewing their Lifeline Application. The Utility Billing Department adds the renewal date in the description which prints on your Utility Bill.

If you have further questions, please call the Utility Billing CS Department at (863)676-4775.



Application for Lake Wales Utility Lifeline Assistance Program. (Annual Renewal Required)
Based on Household Income

Applicant Information

Full Name: _____ Last 4 SSN#: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

_____ *City State ZIP Code*

Phone: _____ Account Number: _____

Household Income Information

The Utility account **MUST** be in the name of the recipient that is applying for assistance.

How many people live in your household? Total Number: _____ Number under 18: _____

What is your Annual household income? \$ _____ Monthly Household Income? \$ _____

Number of people receiving income: _____ Are you unemployed? Y or N

Failure to enclose the following documents can result in delay of processing. All documents must be current and in the Utility account holders name.

- Completed and signed application
- Recent copy of your City of Lake Wales Utility Bill
- Copy of applicant's identification (ID card, Voter Registration Card, Driver's License, Etc.)
- Proof of total household income (See guidelines below)

Supporting Documents to Include

2022 Federal Poverty Level Guidelines

Based on the 2022 U.S. Department of Health and Human Services Poverty Guidelines effective as of January 12, 2022.

Income Guideline Chart- 135% of the Poverty Level

Number of People in Household	Monthly Household Income	Annual Household Income
1	\$1,529	\$18,347
2	\$2,060	\$24,719
3	\$2,591	\$31,091
4	\$3,122	\$37,463
5	\$3,653	\$43,835
6	\$4,184	\$50,207
7	\$4,715	\$56,579
8	\$5,246	\$62,951
Add this amount for each additional person in the household with more than 8 people.	\$531	\$6,372

Examples of Proof of Household Income and Supporting Documents
You need only send the documents(s) that apply to your household.

- Social Security Statements of Benefits
- U.S. Income Tax Return
- W-2 Wage and Tax Statements
- Food Stamp, Medicaid, Public Housing, LIHEAP, TANF, SSI and WAGES eligibility letters that show income of the household
- Veteran's Administration Statement of Benefits
- Unemployment Statement of Benefits
- Bank Statement that shows the income of the household
- Worker's Compensation State of Benefits
- Divorce of Child Support Decree
- Three consecutive pay stubs
- Other Official documents that state your income

Disclaimer and Signature

Please read the following statement carefully before signing:

I certify, under penalty of law, that I am the applicant for the Lifeline Assistance Program requested above. I agree to notify the Lake Wales Utility Billing Department when I am no longer eligible for this assistance program. The information provided above and its attachments and documents are true and correct.

Signature: _____ Date: _____

Please mail or bring this application and required documents to the City of Lake Wales Municipal Administration Building, Utility Billing Department.
201 W. Central Avenue Lake Wales, FL 33859

Form LL -Revised 08/5/2022



Application for Lake Wales Utility Lifeline Assistance Program. (Annual Renewal Required) **Form- LL1**

Applicant Information

Full Name: _____ Last 4 SSN#: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Phone: _____ Account Number: _____

Check All That Apply

I hereby certify that I participate in the following public assistance program(s):
(Utility account **MUST** be in the public assistance recipient's name.)

- Temporary Cash Assistance (TCA)
- Food Stamps
- Medicaid
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance Program (Section 8)
- National School Lunch Program (NSLP)

Failure to enclose the following documents can result in delay of processing. All documents must be current and in the Utility account holders name.

- Completed and signed application
- Recent copy of your City of Lake Wales Utility Bill
- Copy of applicant's identification (ID card, Voter Registration Card, Driver's License, Etc.)
- Copy of award letter(s) or letter(s) from agency from which public assistance is received

Disclaimer and Signature

Please read the following statement carefully before signing:

I certify, under penalty of perjury, that I am a current recipient of the above program(s) and will notify Lake Wales Utility Billing when I am no longer participating in any of the above designated program(s). I give permission to the duly authorized official(s) administering the above program(s) to provide to the Lake Wales Utility Billing Department my participation status in any of the above program(s). I give this permission on the condition that the information in this form and any information about my participation in the above program(s) provided by officials maintained by the Lake Wales Utility Billing Department as confidential customer account information.

Signature: _____ Date: _____

Please mail or bring this application and required documents to the City of Lake Wales Municipal Administration Building, Utility Billing Department.
201 W. Central Avenue Lake Wales, FL 33859