



Bringing neighbors & needs together.

## Aqua Illinois – Aqua Aid Program

### Client Eligibility

- Grant is for Aqua Illinois Water customers only.
- Account must be in the name of resident applying for assistance.
- Client must contact Aqua Illinois Water for referral to SA to be eligible.
- Household income at or below 200% Federal Income Poverty guidelines.
- Client must have paid on the account in the last 90 days. Partial payments acceptable.

### Guidelines

- Program grant open throughout the year.
- Client may receive grant once in a rolling 12 months.
- Grant amount must stop disconnection of service or provide reconnection of service.
- Maximum assistance of \$150 when disconnection applies to Water only or Sewer only.
- Maximum assistance of \$250 when Water and Sewer show a combined disconnection.
- Client must make co-payment to be eligible for the grant when the maximum grant assistance **does not** cover dollar amount of disconnection or reconnection. **Goal: Assist to bring account to zero.**
- Program grant cannot create a credit balance on water or sewer account.
- Program grant cannot be applied against non-water/non-sewer charges, theft of service charges, return check charges or dishonored payment charges.
- Client must apply in person, complete application; bring identification, proof of income.