



The City of



Public Utilities Department

FAQ

## H2O San Diego

### What is the H2O San Diego (H2O SD) Program?


The H2O SD Program will assist qualified low-income customers with their water and wastewater utility bills.

### How does the H2O SD Program work?

Qualifying residential customers may receive a credit up to \$100 on their water and wastewater utility bill once in a 12-month period. Customers must reapply for subsequent years.

### Who qualifies for assistance?

Customers must meet the following criteria to receive assistance:

- Proof of enrollment in SDGE's CARE Program.
- Limited to Public Utilities residential customers.
- Public Utilities bill must be in the name of the residential customer seeking assistance.
- Address of the Public Utilities bill must be the customer's primary residence.
- Customers may be required to participate in the Public Utilities Department's free [Residential Water Survey Program](#).
- Potential applicants must live in the City of San Diego in a single-family residence.
- Must be account holder and responsible for paying water utility bill.
- All household members' income must be combined for a gross annual household income.
- Must meet SDGE's CARE Program eligibility requirements and  [CARE income guidelines](#)

### How is the H2O SD Program funded?

The H2O SD Program is funded through charitable donations.

### Are my donations to the H2O SD Program tax deductible?

Yes. Charitable contributions made to governmental agencies for a public purpose are tax deductible under section §170(c)(1) of the Internal Revenue Code. If you donate \$10 or more, you will receive a year-end total of your donations for tax purposes. Please contact your tax preparer for guidance.