

## Environmental Services - Low Income Instruction Sheet

The City of Tucson Environmental Services (ES) provides a \$12 credit towards ES monthly charges to qualified customers. The credit will be effective for one full year from the approval date.

To be eligible for the credit, you must:

- Have residential trash service from the City of Tucson. (Eligibility is limited to one location within City limits)
- Have the City Utility Services bill in your name
- Meet household size/income guidelines, and obtain verification of your information

Applying for the Environmental Services program is as easy as 1-2-3:

1. **Review Requirements:** Review the eligibility requirements below to determine if you qualify for the ES Low Income Program.

<b>Income Guidelines for Calendar Year 2011</b> <b>Límites de Ingreso Para el Año 2011</b>	
Number of Persons in Household	Total Gross Annual Income
<i>Cantidad de Personas en la Familia</i>	<i>Total Ingreso Familiar Annual</i>
1	\$13,652
2	\$22,737
3	\$30,718
4	\$37,920
5	\$44,746
6	\$52,337
7	\$59,928
8	\$67,519
<i>For each additional person, add \$7,591</i>	<i>Por cada persona adicional, suma \$7,591</i>

2. **Make Appointment:** If you qualify, contact ES Customer Service at (520) 791-3171 (M-F 7 am – 5 pm) to have an application mailed to you and to establish an appointment for household and income verification.

Complete and bring the application and other documents needed for household/income verification (listed below) to your scheduled appointment to continue with the application process. Please use blue or black ink when completing the application, and ensure that you print all information legibly.

**If you are already receiving assistance through another City of Tucson program:** Qualification is easy. Simply make a copy of your qualifying document. City programs include: the Department of Transportation Low Income SunTran Rider Program (Economy

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Pass), the Parks and Recreation Low Income Program, or the Pima County Community Action Agency Assistance (PCCAA) program for Tucson Water Services.

Contact ES Customer Service at (520) 791-3171 to obtain a Low Income application through the mail. Complete the application, ***include a copy*** of your Transit ID or Award Letter, and mail back to ES. ES will confirm eligibility with the agency.

**3. Qualification.** If you have not been qualified through another City program, you must set-up an appointment by calling (520) 791-3171 in order to be qualified for the program. The following information is required:

**A. City of Tucson Utility Services Statement (Tucson Water Bill):**

Applicants **must** bring their current Utility Services Statement. The bill must show the account in your name and the qualifying service address.

**B. Valid Photo ID matching the name on the application**

(State ID card, Drivers license, Military ID)

**C. Proof of Household Size:** (The number of persons living in your home)

**Providing your most recent tax returns will speed up the verification process. If you do not have your tax returns, ONE of the following documents is required for EACH member of the household listed on your application as proof of acceptable documentation of household size:**

- Most recent tax returns
- School lunch program letter
- Birth Certificate
- Valid Photo I.D (Driver's License, Military ID)

**D. Proof of Household Income:** Is considered to be the combined income of all persons living in the home such as (examples): Salary, child support, alimony, interest earnings, and rental income, Temporary Assistance for Needy Families, Supplemental Security Income, State Supplemental Payment, Social Security, Veteran Pensions, Disability, Unemployment, and Retirement Benefits; and other cash public assistance.

**Providing your most recent tax returns will speed up the verification process. If you do not have your tax returns, ONE of the following documents is required as proof of acceptable documentation of household income or support for all members listed on the application:**

- Most recent tax returns
- D.E.S. award letter (food stamps/cash assistance)
- Check stubs
- Social Security award letter
- SSI/disability letter
- Unemployment check stub
- Letterhead from employer with pay rate and weekly hours

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- E. **ES Final Approval:** Once your household size and income have been reviewed and approved, you will be eligible for the monthly credit in your bill for one year from your approval date. ES will retain a copy of your application for the current year. You will receive an approval form at your qualification appointment.

If you do not meet all of the requirements, or do not have the necessary verifying information, you'll be advised through the verification process; and will receive a form from ES explaining the decision.

### City of Tucson Offices / Dates for Verification:

To schedule your appointment, call ES at (520) 791-3171 (M-F 7 am – 5 pm). **NO WALK IN APPOINTMENTS WILL BE ACCEPTED AT OUTREACH LOCATIONS.**

Appointments should take approximately 30 minutes to complete and are available from 9:00 am to 3:30 pm as follows:

### Outreach Sites and Schedule:

*Randolph Class Registration Office*                      *Mondays*  
*900 S. Randolph Way*

*El Rio Center*    *Tuesdays*  
*1390 W. Speedway Blvd.*

*El Pueblo Center*    *Wednesdays*  
*101 W. Irvington Rd.*

*El Pueblo Center*    *Thursdays*  
*101 W. Irvington Rd.*

*Clements Center*    *Fridays*  
*8155 E. Poinciana Dr.*

**Renewal.** Participants in the ES Low Income Assistance Program are qualified for 12-months from the approval date. Participants will receive notification letter at least 30 days prior to the expiration period as a reminder to review eligibility for the ES Low Income Program.

Participants that do not renew prior to the expiration date will be removed from the program and will be assessed the full ES monthly fee.

If you have any questions on the ES Low Income Application or verification process, please contact ES Customer Service at (520) 791-3171 (TTY#: 791-2639) or visit our web site at [www.tucsonaz.gov/esd](http://www.tucsonaz.gov/esd).