

RATE ASSISTANCE PROGRAM

City Manager's Office
701 Laurel St., Menlo Park, CA 94025
tel 650-330-6720



Summary

The Menlo Park City Council approved a rate assistance pilot program to assist those suffering financial hardship. The program runs from July 1, 2025, to June 30, 2026. Qualified households may receive a monthly 20 percent discount on solid waste service from Recology and a monthly discount on the fixed meter charge from Menlo Park Municipal Water (MPMW). The discount(s) would be retroactive for enrolled participants and it may appear as a credit or adjustment on the bill statement(s).

Qualifications

To be eligible for this pilot program, households must meet the following criteria:

- Must be enrolled in the PG&E CARE program, which is another discount program that offers a monthly minimum of 20 percent on gas and electricity; and
- Must be a Recology customer to receive the solid waste discount; or
- Must be a MPMW customer to receive a water discount.

For households who live in the California Water (Cal Water) service area, Cal Water's Customer Assistance Program (CAP) provides financial assistance for qualified households. Visit calwater.com/cap, email cap@calwater.com, or call toll-free (877) 419-170.

Required documents

Service address must be the same for all three utilities bills (PG&E, Recology and MPMW), but names may be different. Please include all pages of each bill and bills must be within 90 days. Please submit copies of:

1. Most recent PG&E bill to verify CARE enrollment. Must show name, service address, statement date, and CARE renew by date; and
2. Most recent Recology bill. Must show name, service address, account number, bill date, and cart size; or
3. Most recent Menlo Park Municipal Water bill, if applicable. Must show bill date, account number and service address.

RATE ASSISTANCE APPLICATION

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Summary	
<p>The Menlo Park City Council approved a rate assistance pilot program to assist those suffering financial hardship. The program runs from July 1, 2025, to June 30, 2026. Qualified households may receive a monthly 20 percent discount on solid waste service from Recology and a monthly discount on the fixed meter charge from Menlo Park Municipal Water (MPMW). The discount(s) would be retroactive for enrolled participants and it may appear as a credit or adjustment on the bill statement(s).</p> <p>Once the application is completed and signed, please send your documents and application to rateassistance@menlopark.gov.</p>	
Applicant's information	
Please include information as it appears on your bill. The service address must be the same for all bills.	
Name (from Recology bill):	
Utility service address:	
Phone:	
Email address:	
PG&E CARE information	
Your statement date is located on Page 1 of your bill, in the upper right corner under account number. Your CARE renew by date is on Page 3 of your bill, under "Details of PG&E Electric Delivery Charges."	
Statement date:	
CARE renew by date:	
Required documents	
<p>Service address must be the same for all three utilities bills (PG&E, Recology, and MPMW), but names may be different. Please include all pages of each bill and bills must be within the last 90 days. Please submit copies of:</p> <ol style="list-style-type: none">1. Most recent PG&E bill to verify CARE enrollment. Must show name, service address, statement date, and CARE renew by date; and2. Most recent Recology bill. Must show name, service address, account number, bill date, and cart size; or3. Most recent Menlo Park Municipal Water bill, if applicable. Must show bill date, account number, and service address.	
Acknowledgement	
By signing this form, the signatory acknowledges the information contained herein is true, correct, and complete to the best of their knowledge.	

Signature: _____

Date: _____