

**Lifeline Electric, Water & Wastewater Subsidy Program for Vulnerable Households**  
**Rules and Procedures**

In accordance with RPPL No. 11-3, Section 21, the Ministry of Finance shall develop rules and regulations to implement the subsidy.

Eligibility:

- The total annual household income equals to or less than \$13,276 for a household of 3, or \$4,023 per household member.
- Current or primary household members must have been a member of the household (resided/lived) for at least 12 months
- Employment housing or barracks including apartments that are part of employee benefits or staff housing are NOT eligible
- Account holders who are applicants and are underemployed or unemployed are eligible subject to monthly confirmation of employment status
- Household with members who are not account holders and are underemployed or unemployed as a result of the COVID-19 pandemic, as verified by their eligibility for the Palau CROSS or US Cares Act economic relief assistance, are eligible for the duration of these programs

Application Requirements:

1. Application may be obtained in Koror at the Bureau of National Treasury, Office of PALARIS, and the PPUC Business Office or the Bureau of Budget & Planning at the Capital.
2. Notify Bureau of Budget and Planning **within 30-days** for any changes of eligibility status
  - Change in employment status for any household member
  - Change in the number of household members
  - Change in income for any of the household member
  - Change of address if applicant has moved out of the house/apartment
3. Required documents
  - List of household members with SS#, Employer, and Gross Annual Income
  - 2 most recent check stubs, SS &/or Pension Certification & Monthly Benefits Allotment
  - Other income sources including but not limited to lease, rent, business, and investments, if any
  - Child support and alimony payments, disability assistance, and any other benefits that support children, elderly and disabled persons are **not considered income** for this program
  - Copy of a Valid ID

Application Processing:

- Bureau of Budget & Planning receives applications and verifies eligibility
- Bureau of Budget & Planning forwards approved applications to PPUC Business Office
- PPUC Business Office receives application, confirms account information, prepare request for account adjustment, and forward to Billing Section for processing.

Application Form:

1. Name of Applicant
2. PPUC Existing Account Name & Number– name and account number as shown on PPUC monthly statement
  - If Applicant is not the Account Holder, must submit letter from the Account Holder explaining the situation (tenant in apartments, not own house, etc.)
  - If Account Holder is deceased, Applicant must provide copy of Death Certificate of current Account Holder or supporting documents that Account Holder no longer resides in the household
3. Applicant Address – mailing address or location where monthly bill is being delivered to
4. Telephone No. – phone number of the responsible person for the PPUC account
5. Number of Household Members
6. Indicate if Applicant is employed, underemployed or unemployed
7. Name, Age, Social Security Number and Gross Annual Income of all household members, as applicable
8. Required Documents – attach required documents listed under Application Requirements #3 and under Application Form #2 (if applicable), and include a sketch of residential area where PPUC meter is installed

*“Any person(s) who knowingly makes false statements or misrepresentation on this form including any accompanying documents shall be subject to penalty which includes 6 times of subsidy received plus interest using rate currently charged by PPUC to its customers.”*

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