



What is WRAP?

The Water Rate Assistance Program (WRAP) provides direct financial assistance to income-eligible households to pay their water bills. Through a partnership between Valley Water and Sacred Heart Community Service, qualifying households can receive up to \$1,000 in assistance once per program year. Funds are paid directly to the water provider to prevent service disconnection and maintain access to safe, clean drinking water.

How to Qualify

- Reside in Santa Clara County.
- Be responsible for paying a residential water bill (either directly to a water utility or through rent that includes a water charge).
- Meet the household income limits.

Persons In Household	Monthly Income
1	\$3,331
2	\$4,356
3	\$5,382
4	\$6,407
5	\$7,432
6	\$8,457
7	\$8,649
8	\$8,841
9	\$9,034
10*	\$9,226

Income limits are subject to change. Please check the Sacred Heart website for the latest information.

*For families/households with more than 10 persons, add \$182.89 for each additional person.

How to Apply

1. Download or pick up an application from Sacred Heart Community Service
 - a. Download: sacredheartcs.org
 - b. Pick up: Sacred Heart Community Service, 1381 S. First Street, San José, CA 95110
2. Complete and sign the form.
3. Attach documents:
 - a. Proof of household income (past 30 days).
 - b. Current itemized water bill or rent statement.
4. Submit your application via mail or in person.
 - a. Sacred Heart Community Service
1381 S. First Street, San José, CA 95110
Monday-Thursday 9 a.m. – 4 p.m.
Friday, 9 a.m. – 12 p.m.
5. Get results: You'll be notified within 15 business days.

Applications are available in English, Spanish, Vietnamese, and Chinese. Multilingual staff are available to assist applicants.

Application Information

For more information on eligibility, application assistance, and payments, please contact Sacred Heart Community Service.

 1381 S. First Street, San José, CA 95110

 408-916-5014

 waterassistance@sacredheartcs.org

 sacredheartcs.org

Program Information

For information on WRAP, such as funding or background, please contact Valley Water.

 408-630-3987

 grants@valleywater.org

 valleywater.org/WRAP

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IMPACT

Since 2021, Valley Water has:



Paid over \$2 million in water bills.



Assisted more than 4,800 households across Santa Clara County.



Served more than 2,543 seniors, 679 persons with disabilities, and 1,186 children age 5 and under.



Helped prevent thousands of water shut-offs and ensured families maintain safe, reliable water access.



Supported residents with an average annual income of \$26,400.



Provided an average of \$466 in water-bill relief per household.

Notecards from WRAP Participants

VALLEY WATER BOARD -

Please keep funding the water program. It matters to me because without this help I would be out on the street. My landlord does not accept partial payment. This program (WRAP) help me catch up on my bill and keep my roof over my head. I lost my job a few months ago and recently got a new one. Sometimes struggling families need a little help. Thank you for being there when I needed a hand-up.

Vince

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Vince

Dear Valley Water Board,

My name is Ana. I am a single mom who works 2 jobs. The help I received to pay my water bill recently provided me the relief I needed to catch up on my other bills. Believe it or not but when I received the news that I've qualified for assistance I cried. The \$1000 covered 98% of my bill. Thank you for making this program accessible to hard working families. I am less stressed, and a better parent to my 2 boys.

Please continue funding this program for other families facing hardships. It has meant the world to me and my families.
God bless, Ana R.

Dear Valley Water Board,

My name is Ana. I am a single mom who works 2 jobs. The help I received to pay my water bill recently provided me the relief I needed to catch up on my other bills. Believe it or not but when I received the news that I've qualified for assistance I cried. The \$1000 covered 98% of my bill. Thank you for making this program accessible to hard working families. I am less stressed, and a better parent to my 2 boys. Please continue funding this program for other families facing hardships. It has meant the world to me and my family.

God bless, Ana R.

Valley Water

Muchas, pero Muchas gracias por el gran Apoyo que nos brinda a Sacred Heart Community Services y nuestra comunidad.



Joy una mama que se beneficia de los recursos y son muy importantes para poder ayudar a mi familia con nuestra situación economica estamos en dias inestables.

Quisiera agradecer todo lo que hacen posible la ayuda. Muchas gracias.

Valley Water

Thank you very much for the great support you provide to Sacred Heart Community Services and our community.

I am a mom who benefits from these resources, and they are very important in helping my family. With our economic situation, we are in unstable times.

I want to thank you for everything you do to make this assistance possible. Thank you very much.