
The City of Pleasanton offers eligible residents discounts for water and sewer services

Please Note: Qualified residents can only receive one of the two discounts offered by the City.

Senior Discount Program

If you are currently 65 years of age or older, you may qualify for the Senior Discount program.

Who qualifies?

- Residents that are 65 years of age or older.
- You are the primary account holder of the water and sewer account.
- You must be a full time resident at the address where the discount will be received.
- Your water and sewer account is in good standing. If the account is past due, our customer service representatives can work with you to bring the account current so you'll qualify.

The senior discount is ONLY applied for residents that consume 30 units or less for each billing period.

How to Apply

Provide a copy of your state issued ID or California driver's license with the following options:

- Mail to: City of Pleasanton
P.O. Box 520
Pleasanton, CA 94566
- Email to: osd@cityofpleasantonca.gov
- Bring a copy to our office located at:
Operations Services Center
3333 Busch Road
Pleasanton, CA 94566

More Information

If you have questions, call us at 925-931-5500, Monday-Friday, between 7 a.m. and 3:30 p.m.

The Senior Discount program provides 20% off the following rates:

- Pleasanton Water and Variable Fixed charges
- Pleasanton Sewer Fixed charge
- Zone 7 charge
- Recycled Water charge (21 units to 30 units)

The senior discount is not retroactive and will only apply to bills from the approval date forward.

Low Income Discount Program

If you are currently enrolled in the PG&E CARE program, you may qualify for the Low Income Discount program.

Who qualifies?

- You must meet the income requirements of the PG&E CARE program and also be enrolled in the PG&E CARE program.
- The name and address on the PG&E bill must match the name and service location on the City of Pleasanton water and sewer bill. Your PG&E bill must show that you are enrolled in the PG&E CARE program.
- You are the primary account holder of the water and sewer account.
- You must be a full time resident at the address where the discount will be received.
- Your water and sewer account is in good standing. If the account is past due, our customer service representatives can work with you to bring the account current so you'll qualify.

The low income discount is **ONLY** applied for residents that consume 30 units or less for each billing period.

How to Apply

Provide a copy of your most recent PG&E bill with the following options:

- Mail to: City of Pleasanton
P.O. Box 520
Pleasanton, CA 94566
- Email to: osd@cityofpleasantonca.gov
- Bring a copy to our office located at:
Operations Services Center
3333 Busch Road
Pleasanton, CA 94566

More Information

If you have questions, call us at 925-931-5500, Monday-Friday, between 7 a.m. and 3:30 p.m.

The Low Income Discount program provides 30% off the following rates:

- Pleasanton Water and Variable Fixed charges
- Pleasanton Sewer Fixed charge
- Zone 7 charge
- Recycled Water charge (21 units to 30 units)

The low income discount is not retroactive and will only apply to bills from the approval date forward.

It is the customer's responsibility to notify the City if there is a change in the customer's eligibility status.

***Every three years the City will perform an audit for all residents enrolled in the Low Income Discount program. Proof of enrollment in the PG&E CARE program will be required at that time ***