

# HELP WITH YOUR WATER AND SEWER BILLS

WSSC Water can help make your water and sewer bills more affordable. We've enhanced our Affordability Programs to provide financial assistance to more customers.

Customers can make arrangements to significantly reduce their WSSC Water bills.

Get started now by calling - 301-206-4001



## Need help right now?

Our representatives are here to help and ready to work with you to determine a payment option that will help your situation.

**Bill Adjustments** are available to residential customers once every three years under certain circumstances.

**Flexible Payment Options**, including extended due dates and payment plans, can help when customers have an unexpected financial hardship.



## Need help repairing your water service line?

WSSC Water is proud to present Pipe ER, a new water service line replacement emergency loan program. Pipe ER provides loans to finance the replacement of leaking pipes located on residential property that connect from WSSC Water's service connection to the residence.

### PipelineER

Customers are eligible to receive a maximum \$5,000 loan, paid directly to a WSSC Water licensed plumber. The loans are administered by the WSSC Federal Credit Union. 301-206-8111 or [wsscfcu.org/pipeER](http://wsscfcu.org/pipeER).



## Need long-term assistance?

We'll ask you if your income might make you eligible for one of three programs that can reduce your WSSC Water bills in the future.



### The Water Fund

Provides customers in need up to \$500, once per year. The program is administered by the Salvation Army and funded by generous donations from WSSC Water customers, employees and community partners. [wsscwater.com/waterfund](http://wsscwater.com/waterfund)

- Montgomery County Salvation Army  
301-515-5354
- Prince George's County Salvation Army  
301-277-6103



### Customer Assistance Program (CAP)

Provides a credit for WSSC Water's fixed fees on water and sewer bills of up to \$28 per quarterly bill.

[wsscwater.com/CAP](http://wsscwater.com/CAP)

Enrollment and qualification by the Office of Home Energy Programs.  
800-332-6347

[dhr.maryland.gov/office-of-home-energy-programs](http://dhr.maryland.gov/office-of-home-energy-programs)



### Bay Restoration Fund Exemption

Waives the state-mandated Bay Restoration Fund (BRF) Fee up to \$15 per quarterly bill. [wsscwater.com/bayexempt](http://wsscwater.com/bayexempt)



[wsscwater.com/assistance](http://wsscwater.com/assistance)



301-206-4001



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*We're improving to deliver safe, seamless and satisfying water services...all day, every day.*