

CUSTOMER AFFORDABILITY PROGRAMS

INCOME ELIGIBLE PROGRAMS – For Qualifying WSSC Customers	
THE WATER FUND	<p>Started by WSSC Employees in 1994, The Water Fund provides a maximum of \$300 annually to help residential customers who are experiencing financial hardship pay their WSSC bills. The Salvation Army in Prince George’s and Montgomery counties administers The Water Fund.</p> <p><u>For More Information:</u></p> <ul style="list-style-type: none"> • https://www.wsscwater.com/iep • The Salvation Army – Prince George’s: (301) 277-6103 • The Salvation Army – Montgomery: (301) 515-5354
CUSTOMER ASSISTANCE PROGRAM (CAP)	<p>WSSC’s Customer Assistance Program (CAP) provides financial assistance to approved residential customers through a credit on water and sewer bills to cover fixed fees (Ready-to-Serve charge). Approved customers will only pay for their water and sewer usage. Customers must be enrolled in Maryland’s Office of Home Energy Programs in order to qualify for CAP credits.</p> <p><u>For More Information:</u></p> <ul style="list-style-type: none"> • http://dhr.maryland.gov/office-of-home-energy-programs • 1-800-332-6347 (toll free)
BAY RESTORATION FUND (BRF) EXEMPTION	<p>The Bay Restoration Fund Financial Hardship Exemption Program waives the state-mandated Bay Restoration Fee (BRF). To qualify for the exemption, customers must be certified by the Office of Home Energy Programs or meet certain criteria. If you qualify for WSSC’s CAP program, you automatically qualify for the BRF exemption.</p> <p><u>For More Information:</u></p> <ul style="list-style-type: none"> • https://www.wsscwater.com/bayexempt • (301) 206-4001 • Email: cust-services@wsscwater.com
OPTIONAL PIPE PROTECTION PLAN	<p>Optional repair service plans are available to WSSC homeowner customers through HomeServe USA®. The plans provide affordable protection from the cost and inconvenience of household plumbing repairs, including water service line leaks, sewer line blockages or breaks and in-home plumbing issues.</p> <p><u>For More Information:</u></p> <ul style="list-style-type: none"> • https://www.wsscwater.com/homeserve • https://www.homeserveusa.com/wssc • 1-844-713-7208 (toll free)
EMERGENCY PIPE REPAIR ASSISTANCE	<p>HomeServe Cares® is a fund administered by HomeServe USA® to aid qualifying WSSC customers faced with a service emergency who do not have a service plan or the necessary funds to cover emergency home repairs. Under the program, emergency repairs are made at no cost to the homeowner.</p> <p><u>For More Information:</u></p> <ul style="list-style-type: none"> • https://www.wsscwater.com/homeserve • Email: homeservecares@homeserveusa.com; • 1-844-713-7208 (toll free)

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BILL AND PAYMENT ASSISTANCE PROGRAMS – Available to All WSSC Customers					
BILL ADJUSTMENTS AND CREDITS	<p>Homeowners are responsible for maintaining on-property plumbing systems, including identifying and repairing leaks to the system. High bills can be the result of higher water usage, longer billing cycles or problems with your household plumbing or fixtures. Unanticipated high bills can put a financial strain on customers.</p>				
	<table border="1" style="width: 100%;"> <tr> <td style="width: 20%;">High Bill Adjustment</td> <td>Leaks are a leading cause of high bills. Often, they go unnoticed - especially toilet leaks, which are typically silent – but can drive up usage charges. High bill adjustments are available to residential customers every 3 years under certain criteria. Homeowners are responsible for on-property and interior leaks and usage, but WSSC offers credits under certain criteria.</td> </tr> <tr> <td>Other</td> <td>Other adjustments for unexpectedly high bills may be available, including for medical reasons impacting adult residential customers (including seniors). Contact WSSC’s customer service team to discuss additional possible options for relief.</td> </tr> </table>	High Bill Adjustment	Leaks are a leading cause of high bills. Often, they go unnoticed - especially toilet leaks, which are typically silent – but can drive up usage charges. High bill adjustments are available to residential customers every 3 years under certain criteria. Homeowners are responsible for on-property and interior leaks and usage, but WSSC offers credits under certain criteria.	Other	Other adjustments for unexpectedly high bills may be available, including for medical reasons impacting adult residential customers (including seniors). Contact WSSC’s customer service team to discuss additional possible options for relief.
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<p><u>For More Information:</u></p> <ul style="list-style-type: none"> • https://www.wsscwater.com/understandusage • (301) 206-4001 • Email: cust-services@wsscwater.com 					
<p>PAYMENT PLANS</p> <p>For customers experiencing difficulty paying their bill, WSSC offers flexible payment options, such as extended due dates and payment plans to assist with unexpected financial burdens.</p>					
	<p><u>For More Information:</u></p> <ul style="list-style-type: none"> • (301) 206-4001 • Email: cust-services@wsscwater.com 				

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STATE OF MARYLAND AND LOCAL GOVERNMENT PROGRAMS OFFERING ASSISTANCE	
<p>INDOOR PLUMBING LOAN PROGRAM</p>	<p>The Indoor Plumbing Program is a loan administered by the Maryland Department of Housing and Community Development (DHCD). This loan assists income eligible property owners with improvements to indoor plumbing, including connecting expenses to public water and sewer systems and plumbing fixtures.</p> <p>For More Information:</p> <ul style="list-style-type: none"> • https://dhcd.maryland.gov/Residents/Pages/SpecialLoans.aspx • singlefamilyhousing.dhcd@maryland.gov • (301) 429-7852/ 1-800-638-7781 (toll free)
<p>MONTGOMERY COUNTY HEALTH AND HUMAN SERVICES EMERGENCY ASSISTANCE PROGRAM</p>	<p>Emergency assistance is available to WSSC customers who are <u>Montgomery County</u> residents. The Temporary Cash Assistance (TCA) and Temporary Disability Assistance Program (TDAP) program provides benefits, cash assistance and employment resources to people with low income or disabilities.</p> <p>For More Information:</p> <ul style="list-style-type: none"> • www.montgomerycountymd.gov/HHS-Program/CYF/CYFPubA-TCA-TDAP-p346.html#Eligibility • Learn about eligibility and more and apply online at <u>MyDHR</u>. • Call 311
<p>PRINCE GEORGE'S COUNTY HEALTH AND HUMAN SERVICES EMERGENCY ASSISTANCE PROGRAM</p>	<p>Emergency assistance is available to WSSC customers who are <u>Prince George's County</u> residents. The Temporary Cash Assistance (TCA) program provides cash assistance to needy families.</p> <p>For More Information:</p> <ul style="list-style-type: none"> • https://www.princegeorgescountymd.gov/1719/Temporary-Cash-Assistance-Program • Learn about eligibility and more and <u>apply online at My DHR</u>. • Call 311

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OTHER ORGANIZATIONS OFFERING ASSISTANCE	
HEATING ASSISTANCE	Founded by Washington Gas, <u>The Washington Area Fuel Fund</u> (WAFF) helps families who do not qualify for, or who have exhausted, government energy assistance. WAFF pays for <u>all types of fuel</u> to heat families' homes during the winter season. WAFF is administered by The Salvation Army.
	<p><u>For More Information:</u></p> <ul style="list-style-type: none"> • https://www.washingtonareafuelFund.org • The Salvation Army – Prince George's: (301) 277-6103 • The Salvation Army – Montgomery: (301) 515-5354
CATHOLIC CHARITIES - EMERGENCY ASSISTANCE	Catholic Charities provides financial assistance to needy families. This includes programs funded by Department of Health and Human Services (DHHS).
	<p><u>For More Information:</u></p> <ul style="list-style-type: none"> • https://www.catholiccharitiesdc.org • 301-942-1790
UNITED COMMUNITIES AGAINST POVERTY (UCAP) – EMERGENCY ASSISTANCE	United Communities Against Poverty provides low-income persons living in permanent housing links to supportive services in the community.
	<p><u>For More Information:</u></p> <ul style="list-style-type: none"> • http://ucappgc.org • 301-322-5700
LAUREL ADVOCACY AND REFERRAL SERVICES – EMERGENCY ASSISTANCE	Laurel Advocacy and Referral Services has an Emergency Services Program that provides low income families with assistance to help with energy bills.
	<p><u>For More Information:</u></p> <ul style="list-style-type: none"> • http://laureladvocacy.org • 301-776-0442