

FINANCIAL ASSISTANCE WITH YOUR WATER AND SEWER BILLS

We've enhanced our financial assistance programs to help even 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 Customer Service Advisors 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.

CAP-Approved Customers may be eligible for a payment plan up to 48 months.

All Other Customers may be eligible for a payment plan up to 36 months.



Need help repairing your water service line?

PipeER

WSSC Water is proud to present PipeER. This program provides loans to finance the replacement of a water service line located on residential property that connects from WSSC Water's service connection to the home.

This program is administered by the WSSC Federal Credit Union in partnership with WSSC Water. The Credit Union is responsible for underwriting and administering the loans under this program. Customers are eligible to receive a maximum \$5,000 loan, paid directly to a WSSC Water licensed plumber. For more information regarding the program and application process, please contact the WSSC FCU at 240-459-8008 or online at wsscfcu.org/pipeER.



Need long-term financial 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

Allows for multiple requests for assistance with water and sewer bills, up to \$500 per year maximum. The program is administered by The Salvation Army and funded by generous donations from WSSC Water customers, employees and community partners. 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 quarter or \$112 per year.

wsscwater.com/CAP

Enrollment and qualification by the **Office of Home Energy Programs.**

800-332-6347,

dhs.maryland.gov/office-of-home-energy-programs/



Bay Restoration Fund Exemption

Waives the state-mandated Bay Restoration Fund (BRF) Fee up to \$15 per quarter or \$60 per year.

wsscwater.com/bayexempt



wsscwater.com/assistance



301-206-4001



WSSCWater



WSSCWaterNews

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