



FINANCIAL ASSISTANCE WITH YOUR WATER AND SEWER BILLS

We've enhanced our financial assistance programs to help even more customers.

Learn more about how you can significantly reduce your WSSC Water bill.

To learn more about other state and local resources, visit: wsscwater.com/assistance



Need help right now?

Our Customer Service Advisors are here to help and ready to work with you to determine a convenient payment option.

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

Flexible payment options including extended due dates and convenient payment plans. Late fees waived for customers successfully completing their payment plans.

CAP-approved customers may be eligible for a payment plan up to 48 months. Late fees permanently waived for CAP customers.

All other customers may be eligible for a payment plan up to 36 months.



Need help repairing your water service line?

PipeER

Provides a loan to finance the replacement of a residential water service line. Qualified customers are eligible to receive a loan up to \$5,000. PipeER is administered by the WSSC Federal Credit Union (WSSC FCU).

For more information and to begin your application process, contact the WSSC FCU at lending@wsscfcu.org, 240-459-8022 or visit wsscfcu.org/pipeER.



Need long-term financial assistance?

Your income might make you eligible for one of the following 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. 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, wsscwater.com/CAP.

Enrollment and qualification by the **Office of Home Energy Programs**, 800-332-6347, dhs.maryland.gov/office-of-home-energy-programs/.

- Montgomery County Dept. of Health and Human Services, 240-777-4450, ohep@montgomerycountymd.gov.
- Prince George's County Dept. of Social Services, 301-909-6300, pgcdss.energy@maryland.gov.



Bay Restoration Fund Exemption

Waives the state-mandated Bay Restoration Fund fee, wsscwater.com/bayexempt.



wsscwater.com/assistance



301-206-4001



WSSCWater



WSSCWater



WSSCWaterNews



WSSCWater



WSSCVideos



We are the proud provider of safe, seamless and satisfying water service