

Customer Assistance Program (CAP)

WSSC Water's CAP provides financial assistance to approved residential customers.

Benefits of CAP

- Ready to Serve Charges (fixed fees) waived.
- Exemption from state-mandated Bay Restoration fee.
- Only charged for water and sewer use.
- Eligible for payment plans up to 48 months.
- Late fees permanently waived.
- Free annual plumbing leak investigation. Leak repairs up to \$9,000 for homeowners.
- Eligible for high-bill adjustment, removing 100% of excess water/sewer use for up to two billing cycles in any three-year period.



Income Eligibility Limits Effective July 1, 2026 to June 30, 2027

Based on 200% of Federal Poverty Level
Households with more than 8 persons,
add \$11,360 per person

Household Size	Maximum Gross Yearly Income
1	\$31,920
2	\$43,280
3	\$54,640
4	\$66,000
5	\$77,360
6	\$88,720
7	\$100,080
8	\$111,440



How to Apply

To enroll in CAP, customers must first apply for energy assistance through the Maryland Office of Home Energy Programs (OHEP).

For more information about OHEP or how to apply, visit your local OHEP office in the county where you live or online at dhs.maryland.gov and click the Home Energy/Water icon. You must re-certify with OHEP to continue your CAP enrollment.

You also can request a paper application by calling 1-800-332-6347. To check the status of your OHEP application, visit myohepstatus.org

If you are already approved for energy assistance through OHEP, you automatically qualify for CAP.

Connect With Us

24/7 Interactive Voice Response System
Advisors available weekdays: 8 a.m. - 6 p.m.
301-206-4001
Toll-Free: 1-800-828-6439
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wsscwater.com/cap

