



**SPRINGFIELD WATER AND SEWER COMMISSION
P.O. BOX 995, SPRINGFIELD, MA 01101**

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Contact: Katie Shea
Communications/Outreach Specialist
Tel: (413) 452-1311
Email: katherine.shea@waterandsewer.org

FOR IMMEDIATE RELEASE

**Springfield Water and Sewer Commission Announces New
Customer Assistance Program**

One-time bill credit for eligible, single-family homeowners in Springfield and Ludlow

The Springfield Water and Sewer Commission (Commission) is pleased to announce a new Customer Assistance Program (CAP). Applications are now being accepted.

The program is aimed at assisting low-income, single-family homeowners pay their water and sewer bill. The Commission's CAP is modeled after other water and sewer bill assistance programs in place around the nation, and is one of the only programs of its kind in the New England region. Recognizing that many households were struggling financially during the pandemic, the CAP is the newest in a series of assistance administered by the Commission in an effort to support customers in managing their water and sewer accounts. The Commission has also:

- Temporarily suspended shut-offs
- Offered payment plans
- Increased the discount for senior, disabled, and Veteran households to \$75/year

Customer Assistance Program

The new CAP will provide a one-time bill credit of \$125 to help customers in paying their water and sewer bills. Eligible customers may apply for the credit once per fiscal year. The CAP will be administered on a first-come, first-served basis each fiscal year, and credits will only be issued as long as CAP funding remains available.

To apply, eligible customers will need to complete a CAP application form, available on the Commission's website or by contacting the Commission to request a paper application be mailed. The CAP discount follows the same income eligibility guidelines as the Low Income Home Energy Assistance Program (LIHEAP) for the state of Massachusetts, which is set at a household income of 60% or below the state median income based on household size. Commission customers should submit their LIHEAP approval letter, along with their Commission CAP application, as proof of income



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eligibility for CAP. CAP credits can only be issued as long as CAP funding remains available in a fiscal year.

Information on CAP eligibility, where to apply for LIHEAP, and application documents are available at: waterandsewer.org/cap

About the Commission

The Springfield Water and Sewer Commission is an independent, regional public utility that provides drinking water and wastewater service to approximately 250,000 people in the lower Pioneer Valley. The Commission provides retail drinking water service to Springfield and Ludlow, and wholesale drinking water to Agawam, Longmeadow, and East Longmeadow, as well as emergency/peak service to several other communities. The Commission provides retail wastewater service to Springfield and wholesale wastewater service to West Springfield, Agawam, Longmeadow, East Longmeadow, Wilbraham, and Ludlow.

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