



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

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Contact: Katie Shea, Communications Specialist
Springfield Water and Sewer Commission
Tel: 413-452-1311
Email: katherine.shea@waterandsewer.org

FOR IMMEDIATE RELEASE

**Springfield Water and Sewer Commission Now Accepting Applications for the
Customer Assistance Program**

*Homeowners in Springfield and Ludlow that qualify for fuel assistance may be eligible for a
\$125 credit on their water and sewer bill*

The Springfield Water and Sewer Commission (Commission) is pleased to announce that applications are now being accepted for the Customer Assistance Program (CAP) for fiscal year 2022. The CAP provides a one-time bill credit of \$125, and is aimed at assisting low-income, single-family homeowners with water and/or sewer accounts with the Commission.

The Commission launched the CAP last year, as part of its ongoing efforts to support customers in managing their water and sewer accounts. The program 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.

CAP eligibility follows the same guidelines as the Low-Income Home Energy Assistance Program (LIHEAP), to streamline the application process and make it easy for Commission customers to apply.

How to Apply

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 LIHEAP guidelines 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 eligibility for CAP. Customers that received the CAP credit last year are required to re-apply.

The CAP is administered on a first-come, first-served basis, and applications for fiscal year 2022 will be accepted through June 30, 2022, as long as CAP funding remains available.

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



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Other Assistance Programs

The CAP is one of several assistance programs administered by the Commission to support customers in managing their water and sewer accounts. Other Commission assistance programs include:

- Discount for senior, disabled, and disabled Veteran households
- Payment Plans
- Leak Abatements
- Consumption Surveys

Customers can learn more about these programs and eligibility requirements by visiting the Commission's website <https://waterandsewer.org/residential/customer-assistance-programs/>, emailing cap@waterandsewer.org, or calling 413-452-1300.

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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