



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

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FOR IMMEDIATE RELEASE

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

*Springfield and Ludlow homeowners that qualify for fuel assistance may be eligible for a
\$250 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 2023. The CAP is aimed at assisting low-income, single-family homeowners with water and/or sewer accounts with the Commission.

The Commission launched the CAP in 2020, as part of its ongoing efforts to support customers in managing their water and sewer accounts. The CAP is one of the only assistance programs of its kind in the New England region. New for FY23, customers may receive up to a \$250 annual account credit, doubled from last year's credit of \$125.

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. With steeply rising fuel costs this winter, residents are encouraged to contact Valley Opportunity Council to see if they may be eligible and apply for heating assistance. Households may be eligible for up to \$1,800 in heating assistance, in addition to the \$250 in water/sewer bill assistance through the CAP. LIHEAP information for Hampden County residents is available at <https://www.valleyopp.com/>.

How to Apply for the CAP

To apply for the CAP, eligible customers will need to complete an 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.



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The CAP is administered on a first-come, first-served basis, and applications for fiscal year 2023 will be accepted through June 30, 2023, as long as CAP funding remains available. Eligible customers can receive the CAP credit once per fiscal year.

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

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 (\$81 per year)
- 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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