



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

Date of Issuance: November 1, 2023

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FOR IMMEDIATE RELEASE

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

Homeowners in Springfield and Ludlow that qualify for fuel assistance may be eligible for up to a \$250 credit on their water and sewer bill

The Springfield Water and Sewer Commission (Commission) is pleased to announce that applications are being accepted for the Customer Assistance Program (CAP) for fiscal year 2024. The CAP is aimed at assisting low-income, single-family homeowners that hold water and/or sewer accounts with the Commission.

As the winter heating season approaches, residents applying for Low-Income Home Energy Assistance Program (LIHEAP) or fuel assistance may also be eligible to receive a one-time water and sewer CAP account credit equal to 25% of their annual water and sewer bill up to \$250. Customers may reapply annually, regardless of account balance.

The Commission's CAP is 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 LIHEAP to streamline the application process and make it easy for Commission customers to apply. Residents that think they might qualify for LIHEAP are encouraged to contact Valley Opportunity Council to apply. LIHEAP can provide eligible residents with hundreds of dollars in heating assistance, and may also qualify homeowners for other assistance programs, like the Commission's 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



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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 2024 will be accepted through June 30, 2024, 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 (\$99 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 regional drinking water treatment to Agawam, Longmeadow, East Longmeadow, and portions of Southwick, as well as emergency/peak service to several other communities. The Commission provides retail wastewater service to Springfield and regional wastewater treatment to West Springfield, Agawam, Longmeadow, East Longmeadow, Wilbraham, and Ludlow.

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