

MSD Customer Assistance Program



MSD Project Clear offers up to a 50% reduction in monthly wastewater bills to qualified low-income, elderly, and disabled customers through its Customer Assistance Program (CAP).

Qualifications

- Customer's total annual income for the previous year must be less than 200% of the most recent Health & Human Services (HHS) poverty guidelines, based on the size of household.
- Disabled citizens and seniors must earn less than 250% of the most recent HHS poverty guidelines, based on size of household.
- Have liquid assets and real estate valued at less than \$10,000, excluding their residence and automobiles. Homeowners who are older than 62 or disabled individuals are not subject to this guideline.
- Own and/or reside as a tenant in the property that receives the monthly bill reduction.
- Own or live in a single-family residence or multi-unit property up to six units.

Requirements

- Proof of all income sources for all persons living in your home. If you are self-employed, you will need to provide a copy of your most recent federal tax return.
- Proof of the amount(s) of any liquid assets or real estate, excluding your house of residence and automobile(s).
- Medical certification (if disabled), completed by a physician. The certification must include the physician's name, address, telephone number, and ID/control number. Proof of age by submitting a copy of a valid government-issued identification (driver's license, state, or military ID).
- Acceptance letter from other Energy Assistance Program such as LIHEAP.
- Copy of rental/lease agreement that states your responsibility for MSD sewer charges (for tenants only).
- Property owner's notarized statement of tenant residence at the property (for tenants only).



The 2025 Poverty Guidelines

Persons in Family	Annual Income	Annual Income @ 200%	Age 62 and Older / Disabled
			Annual Income @ 250%
1	\$15,650	\$31,320	\$39,125
2	\$21,750	\$43,500	\$52,875
3	\$26,850	\$53,700	\$66,625
4	\$32,150	\$62,400	\$80,375
5	\$37,550	\$73,150	\$94,125
6	\$43,150	\$85,920	\$107,875
7	\$48,850	\$94,680	\$121,625
8	\$54,150	\$105,440	\$135,375
For each additional person, add	\$5,500	\$10,750	\$13,750

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Once Approved



Once an application is approved, bill reductions begin on the first full month following approval. The bill reduction remains in effect for a period of two (2) years from the date of approval. A renewal application will automatically be sent 60 days prior to expiration date to all applicable customers.



All applicants with a prior past due balance will need to make payment arrangements with MSD to qualify for the Customer Assistance Program.



More Info

MSDProjectClear.org/CAP

