

PRESS RELEASE

FOR IMMEDIATE RELEASE

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MSD Now Accepting Applications for New Customer Assistance Program

CINCINNATI – Applications are now being accepted for MSD's new Customer Assistance Program (CAP) to help low-income senior citizens pay their sewer bills.

Eligible applicants will receive a 25% discount on their monthly sewer bill. The estimated annual savings is \$120 or more per year.

The program officially begins on August 1. Approved applicants will see the discount on their next full billing cycle following approval.

“Many utilities throughout the U.S. provide programs to assist customers with their utility bills,” said Diana Christy, MSD’s Interim Director. “We wanted to provide that same help for our lower-income, senior sewer customers.”

Sewer rates for other MSD customers will not increase in 2019 to offset the costs of this program. MSD has not raised sewer rates since 2015.

Eligibility

The eligibility requirements for the CAP are:

- *65 years of age or older*
- *Own and live in the residence for which they are paying the MSD sewer bill*
- *Ohio Adjusted Gross Income (OAGI) of no more than \$32,800 for 2019. It applies to the combined income of the applicant and their spouse.*

Paperwork is required to be submitted to document proof of age and income.

How to Apply

Applicants need to 1) complete a CAP application; 2) attach documentation showing age and income, and 3) mail the application and documentation to MSD. There will be an expedited annual renewal process.

“The goal is to make this program as easy as possible for our senior customers to apply to and participate in,” said Ann Newsom, CAP Program Manager.

For more information and to apply, please visit the MSD CAP website at www.msdbg.org/CAP or contact the MSD CAP Manager, Ann Newsom, at (513) 244-5101 or MSDCAP@cincinnati-oh.gov.