



Water Utility Customer Assistance Program Spotlights

March 2026

EPA 830-B-26-001



Table of Contents

Introduction	3
CAP Leak Repair Program.....	4
Customer Assistance Program Monthly Discounts.....	5
EasyPay Plan	6
Gravity Sewer Disconnection Program.....	7
Leak Repair Reimbursement Program.....	8
Plumbers to People	9
Reduced Rate Program	10
Utility Rate Relief Program.....	11
Voucher Program	12
Water Assistance Program	13
WaterShare	14
62 Plus.....	15

Introduction

Access to safe and affordable drinking water and wastewater services is essential for human health and is necessary for communities to function and thrive. Yet, unaffordable water bills are a widespread and growing issue, impacting millions of households throughout the nation. Many low-income households struggle to pay their water bills. Water utilities, meanwhile, struggle to meet rising costs for operations and maintenance and upgrading aging infrastructure.

Water affordability is a widespread and growing issue. In its 2024 [Water Affordability Needs Assessment Report: Report to Congress](#), the U.S. Environmental Protection Agency (EPA) estimated that over 12 million households throughout the U.S. lack access to affordable water services. Nationally, the cost of unaffordable water service bills is over \$5 billion. To help address this, many water, wastewater, and stormwater utilities have developed customer assistance programs (CAPs). These programs help customers who have affordability challenges maintain access to water and wastewater services.

There are a variety of types of CAP programs – from bill discounts or temporary financial assistance to leak and plumbing repairs. This document serves as a compilation of several types of programs from across the U.S. While this document does not reflect all types of CAPs or utilities across the country that offer CAPs, it provides examples that showcase different ways utilities work to help their communities.

Information within these profiles is derived from CAP websites and is reflective of information available as of March 2026. CAP inclusion in this document is not an EPA endorsement of the CAP or CAP provider.

This document of water utility CAP examples, coupled with the downloadable [Water Utility Customer Assistance Programs](#) spreadsheet on the [Water Finance Clearinghouse](#), serves as an update to the EPA's 2016 [Drinking Water and Wastewater Utility Customer Assistance Programs](#).

For more information on water affordability, please visit the [EPA website on affordability](#).

CAP Leak Repair Program



Program Snapshot: Partnered with Habitat for Humanity Metro Maryland to provide on-property residential plumbing leak repair.

Assistance Provided: Free annual plumbing leak investigation and leak repair work.

Intended Customer: Customers enrolled in Washington Suburban Sanitary Commission (WSSC) Water's Customer Assistance Program.

Program Description: The CAP Leak Repair Program provides customers enrolled in WSSC's Water Customer Assistance Program with a free annual plumbing leak investigation. If an on-property leak is found through this investigation, Habitat for Humanity Metro Maryland will help provide plumbers and oversee the repair work. Eligible services include leaking plumbing fixtures, internal water pipes, and external on-property water service lines. Eligible service recipients must own and reside at the property.

Additional information: For more information, please visit the [WSSC Water](#) website or contact the WSSC Water Customer Service at (301) 206-4001 or customerservice@wsscwater.com.

Washington Suburban Sanitary Commission (WSSC) CAP Leak Repair Program

STATE

Maryland

POPULATION SERVED

1,900,000

UTILITY TYPE

Drinking Water, Wastewater

Customer Assistance Program Monthly Discounts



Program Snapshot: Discounts water and sewer services and/or some fees.

Assistance Provided: Monthly discounts for residential customers.

Intended Customer: Low-income households.

Program Description: The Customer Assistance Program Monthly Discounts provides a tiered discount based on household income (CAP+, CAP1, CAP2, CAP3). Residential customers may qualify for monthly water and sewer service discounts of up to 600 cubic feet (approximately 4,500 gallons). Eligible households will also receive credit/reduction of 75% off the monthly Clean Rivers Impervious Surface Area Charge and a waiver of the Water System Replacement Fee. Income eligibility is verified by the DC Department of Energy and Environment.

Additional Information: For more information, please visit the [DC Water](#) or the [DC Department of Energy and Environment](#) website.

District of Columbia Water (DC Water)

Customer Assistance Program Monthly Discounts

STATE

District of Columbia

POPULATION SERVED

632,300

FUNDING SOURCE

DC Department of Energy and Environment

UTILITY TYPE

Drinking Water, Wastewater, Stormwater

EasyPay Plan



Program Snapshot: Introduces a way to manage past-due balances and keep water service uninterrupted.

Assistance Provided: Flexible terms in how overdue balances are paid.

Intended Customer: Detroit residents with past due water utility bills.

Program Description: The EasyPay Plan was developed by Detroit Water and Sewerage Department (DWSD) to assist Detroit residents who have difficulty paying past due water and sewer bills. Residents can enroll with a \$10 down payment. The \$10 is subtracted from the past due amount, and the past due amount is spread evenly across 36 months. There are no income requirements to this program and program is interest free. EasyPay protects customers from shutoffs and penalties so long as customers are current on payments.

Additional Information: For more information, please visit the [DWSD](#) website.

Detroit Water and Sewerage Department (DWSD)

EasyPay Plan

STATE

Michigan

POPULATION SERVED

713,700

UTILITY TYPE

Drinking Water, Wastewater, Stormwater

Gravity Sewer Disconnection Program



Program Snapshot: Provides funding to customers to replace gravity sewer system service.

Assistance Provided: Cost sharing

Intended Customer: Users with construction built before 1994 that have gravity sewer service.

Program Description: In 1994, the Greater Peoria Sanitary District adopted a policy that prohibits gravity sewer service to basements for all new construction projects. For construction prior to 1994, the District offers a cost-sharing program to assist in modifying building plumbing to current standards. This helps eliminate sewer backup under most conditions. The District will pay 75% of the costs, up to \$3,500 per location.

Additional Information: For more information, please visit the [Greater Peoria Sanitary District](#) website or call the Engineering Department at (309) 272-4844.

Greater Peoria Sanitary District Gravity Sewer Disconnection Program

STATE

Illinois

POPULATION SERVED

157,400

UTILITY TYPE

Wastewater

Leak Repair Reimbursement Program



Program Snapshot: Reimburses qualified homeowners a portion of the costs associated with repairing water leaks.

Assistance Provided: Leak repair reimbursement.

Intended Customer: Single-family residential property owners.

Program Description: The Las Vegas Valley Water District will reimburse up to 50% of the cost to repair a leak (up to \$2,000 per event). The program is open to single-family residential property owners. The leak must have been repaired and a paid invoice provided. A one-time reimbursement is available within a rolling 365 days from the date of the leak repair. The District also has a Leak Adjustment Program that can provide financial relief to customers who incurred excessive use charges due to a leak once they demonstrate that the leak is fixed.

Additional Information: For more information, please visit the [Las Vegas Valley Water District](#) website.

Las Vegas Valley Water District Leak Repair Reimbursement Program

STATE

Nevada

POPULATION SERVED

1,502,600

UTILITY TYPE

Drinking Water, Wastewater

Plumbers to People



Program Snapshot: Plumbers contracted with the San Antonio Water System (SAWS) provide emergency water leak repair assistance to low-income customers.

Assistance Provided: Emergency water leak repair assistance, such as leaking faucets, leaking toilets, or broken pipes.

Intended Customer: Low-income residential customers.

Program Description: The SAWS Plumbers to People program contracts plumbers to address anything from a running toilet to a leaky water heater or faucet – at no cost to the resident. The program repairs leaks at over a thousand households per year. Under the program, owner-occupant residents that meet income requirements and whose home value does not exceed \$300,000 can receive assistance.

Additional Information: This program focuses on drinking water leaks. Sewer-related problems are not eligible for this program. Income eligibility is based on eligibility for the SAWS Uplift program.

For more information, please visit the [San Antonio Water System](#) website.

San Antonio Water System (SAWS) Plumbers to People

STATE

Texas

POPULATION SERVED

1,999,400

FUNDING SOURCE

San Antonio Water System Uplift program; donations

UTILITY TYPE

Drinking Water, Wastewater

YEAR ESTABLISHED

1994

Reduced Rate Program

Program Snapshot: Reduces monthly utility costs for qualified customers.

Assistance Provided: Provides reduced rates for qualified customers.

Intended Customer: Low-income customers who are 65 or older or disabled.

Program Description: The Muskogee City Water Department offers a Reduced Rates Program to low-income customers who are 65 or older or are 100% disabled. Customers who qualify are charged a flat \$4.84 base charge, regardless of meter size, instead of a base charge based on meter size starting at \$18.28 for water and will be charged a \$7.28 minimum for the first 100 cubic feet of sewer discharge instead of \$27.10 minimum for sewer. Customers who qualify are also exempt from stormwater charges.

Additional Information: For more information, please visit the [Muskogee City Water Department](#) website or call (918) 682-6602.

Muskogee City Water Department Reduced Rate Program

STATE

Oklahoma

POPULATION SERVED

38,300

UTILITY TYPE

Drinking Water, Wastewater, Stormwater

Utility Rate Relief Program



Program Summary: Provides lower utility rates to customers who qualify, reducing the burden of paying the full cost of rates for water and wastewater services.

Assistance Provided: Provides a 25% discount on water and wastewater rates for qualifying customers.

Intended Customer: Customers who are 65 or older or have a disability as defined by Social Security.

Program Description: The Utility Rate Relief Program provides a 25% discount on the monthly utility bill for those older than 65 or with a disability. Additional qualifications necessary for this program include a household income within limits set by U.S. Housing and Urban Development, being responsible for paying the utility bill, and living in the home as the primary residence.

Additional Information: For more information, please visit the [City of Rapid City](#) website.

City of Rapid City

Utility Rate Relief Program

STATE

South Dakota

POPULATION SERVED

72,000

FUNDING SOURCE

The City of Rapid City

UTILITY TYPE

Drinking Water, Wastewater

Voucher Program



Program Snapshot: One-time assistance to customers struggling to pay their water bill.

Assistance Provided: Provides vouchers to assist with paying water bills.

Intended Customer: Customers of various eligibilities who are current with their payments.

Program Description: The Aquarion Water Company, which provides water to communities in Connecticut, Massachusetts, and New Hampshire, offers a one-time voucher to customers who have difficulty with paying water bills. The voucher amount and eligibility vary based on customer location. Customers in Connecticut can apply for and receive up to \$50 prevention assistance or \$250 intervention assistance on their water bill. A prevention assistance voucher is provided to customers who are current on their bills to prevent delinquency. The intervention assistance voucher is available as a one-time grant to some customers determined by the utility. Customers in New Hampshire and Massachusetts can get a one-time voucher of \$50. Assistance is available to Connecticut customers who are homeowners, renters with the water bill in their name, and small business owners. In Massachusetts and New Hampshire, assistance is available only to homeowners and renters with the water bill in their name.

Additional Information: For more information, please visit the [Aquarion Water Company](#) website or call – Connecticut: 1-800-732-9678; Massachusetts and New Hampshire: (781) 925-3211.

Aquarion Water Company Voucher Program

STATE

Various communities in Connecticut, Massachusetts, and New Hampshire

POPULATION SERVED

780,000

UTILITY TYPE

Drinking Water

Water Assistance Program



Program Snapshot: Helps customers pay their water bill by providing a credit.

Assistance Provided: Provides a sewer and water credit.

Intended Customer: Low-income residents of the City of Thornton.

Program Description: The Thornton Water Assistance Program helps low-income individuals and families pay their water bill. Thornton Water customers that receive water through the City of Thornton can apply for the program once per calendar year. Qualified residents will receive a credit on their water account. Master meter water customers will have credit given to the property owner or property management company.

Additional Information: For more information, please visit the [City of Thornton](#) website.

City of Thornton

Thornton Water Assistance Program

STATE

Colorado

POPULATION SERVED

155,700

FUNDING SOURCE

City of Thornton

UTILITY TYPE

Drinking Water, Wastewater, Stormwater

WaterShare



Program Snapshot: Provides financial assistance to customers in the City of Topeka, Kansas, by partnering with local charities.

Assistance Provided: Payment of utility bills.

Intended Customer: Customers who are experiencing financial hardship in the City of Topeka.

Program Description: The City of Topeka, in partnership with local charities, helps customers pay their water bills in times of need. Bill paying customers can choose to add a donation of their choosing. This donation is used to assist payment of utility bills. Local charities administer funds and also select eligible donation recipients. City of Topeka utility customers may donate a one-time or monthly contribution.

Additional Information: For more information, please visit the [City of Topeka](#) website.

City of Topeka WaterShare

STATE

Kansas

POPULATION SERVED

126,000

FUNDING SOURCE

Donations from City Utility Customers

UTILITY TYPE

Drinking Water

62 Plus



Program Snapshot: Helps customers avoid late payment charges on their utility bills.

Assistance Provided: Allows for past due date of utility bills can be adjusted.

Intended Customer: Senior citizens and disabled customers on fixed incomes.

Program Description: Clearwater Public Utilities offers senior citizens and customers who are disabled a way to change the “past due” date of their utility bill to avoid late payments. Since the past due date of a utility bill does not always coincide with receipt of a monthly Social Security, retirement, or disability check, some customers may receive late charges placed on their account before they can pay their utility bill. Through the 62 Plus program, customers on fixed incomes may adjust their past due date, allowing time to receive their monthly check to pay their utility bills.

Additional Information: For more information, please visit the [Clearwater Public Utility](#) website or call (727) 562-4600.

Clearwater Public Utilities

62 Plus

STATE

Florida

POPULATION SERVED

115,000

UTILITY TYPE

Drinking Water, Wastewater



A Water Affordability Resource

March 2026
EPA 830-B-26-001