



# Customer Assistance Program (CAP)

## PRINCE GEORGE'S COUNTY

Dept. of Social Services  
425 Brightseat Road  
Landover, Md. 20785  
(301) 909-6300  
[pgcdss.energy@maryland.gov](mailto:pgcdss.energy@maryland.gov)

## MONTGOMERY COUNTY

Dept. of Health and Human Services  
1301 Piccard Drive  
Rockville, MD 20850  
(240) 777-4450  
[ohcp@montgomerycountymd.gov](mailto:ohcp@montgomerycountymd.gov)

The WSSC Water Customer Assistance Program (CAP) provides financial assistance to approved residential customers by waiving the Ready to Serve Charges, also known as fixed fees, on their account.

CAP customers will only be charged for their water and sewer usage. Additionally, CAP customers are exempt from the state-mandated Bay Restoration fee.

CAP-approved customers may be eligible for payment plans up to 48 months. Late fees are also permanently waived for CAP customers.



14501 Sweitzer Lane  
Laurel, MD 20707  
24/7 Interactive Voice Response System  
Advisors available weekdays: 8 a.m. - 6 p.m.  
301-206-4001  
Toll-Free: 1-800-828-6439  
TTY: 301-206-8345  
[customerservice@wsscwater.com](mailto:customerservice@wsscwater.com)



## Financial Assistance to Approved Residential Customers



## How to Apply



To enroll in CAP, customers must first apply for energy assistance through the Maryland Office of Home Energy Programs (OHEP).

For more information about OHEP or questions on how to apply, visit your local OHEP office in the county where you live or online at: [dhs.maryland.gov](https://dhs.maryland.gov) and click on the Home Energy/Water icon. Customers are required to annually re-certify with OHEP to continue your CAP enrollment.

You also can request a paper application by calling 1-800-332-6347.

If you are already enrolled in OHEP, you automatically qualify for CAP. Customers are required to annually re-enroll in the program.

## Benefits of CAP

CAP customers receive the following benefits:

- Ready to Serve Charges, also known as fixed fees, are waived.
- Exempt from the state-mandated Bay Restoration fee.
- Only charged for water and sewer usage.
- Eligible for payment plans up to 48 months.
- Late fees permanently waived.
- Free annual plumbing inspection for water leaks.
- Eligible to receive high-bill adjustment removing 100% of excess water/sewer usage for one billing cycle in any three-year period.

## CAP Income Eligibility

The WSSC Water Customer Assistance Program provides assistance to eligible residential customers experiencing financial hardships by waiving the Ready to Serve Charge, also referred to as the fixed fees on their account.

### Income Eligibility Limits Effective July 1, 2023 to June 30, 2024

with 8 or more persons, add per person \$857

Household Size	Maximum Gross Monthly Income Standards
1	\$2,430
2	\$3,287
3	\$4,143
4	\$5,000
5	\$5,857
6	\$6,713
7	\$7,570
8	\$8,427

