

Sewer Assistance Resource

(community resources for low income and uninsured)

Metropolitan St. Louis Sewer District – Assistance Program for 50% Rate Reduction

2350 Market Street
St. Louis, MO 63103
1-866-281-5737
www.stlmsd.com

***Please call or email customer service for an application to enroll in the Assistance Program**

What is the Customer Assistance Program?

The Board of Trustees for the Metropolitan Saint Louis Sewer District (MSD), through the adoption of Ordinance No. 13826, offers a Customer Assistance Program for qualified low-income, elderly, and disabled customers who receive sewer service from MSD. The assistance program is available to single family homeowners, tenants with property owner approval and multi-unit properties up to six (6) units. Customers will receive a **rate reduction equal to 50% of the current charges** for wastewater services on their monthly sewer bill.

Who is Eligible under this Program?

- Income eligible customers.
 - Total annual income for the previous year is less than 200% of the most recent Health & Human Services (HHS) poverty guidelines or 250% for Disabled Individuals and seniors at least age 62.
 - Liquid assets and real estate must be less than \$10,000, **excluding** house of residence and vehicles. Homeowners who are elderly or disabled individuals are **not** subject to the liquid asset guideline.
- **Own/reside or reside as a tenant in property full-time** for which you want to receive the rate reduction.
- Property is a single-family residence or multi-unit property (up to six units).
- Service name on the account ***must be*** property owners name or name of the applicant.

What supporting documents will be required?

1. Copy of current year paperwork (within 6 months of application) showing acceptance into LIHEAP (Low Income Home Energy Assistance Program). If this is provided, items 2 through 5 below are NOT REQUIRED to be included with application.
2. Proof of all income sources for all persons living in your homeⁱ, if paid weekly or bi-weekly need thirty (30) days of income. If you are paid monthly, sixty (60) days of income verification is needed.
3. If you receive food stamps, proof of amount & the Food Stamp Budget Summary.
4. If you are self-employed, provide most recent U.S. Federal Tax return form & 1099.
5. Proof of the amount(s) of any liquid assets or real estate, excluding house of residenceⁱⁱ.
6. Medical Certification (if applying under Disabled) completed by Medical Physician.
7. Proof of age by copy of valid government issued identification (Driver's License, State or Military ID card).
8. Tenants must provide an original **notarized** affidavit (Tenant Verification Form) with property owner's signature and copy of Rental/Lease agreement stating responsibility for MSD sewer service charges.

How do you apply for the program?

- Customers who wish to apply for the Customer Assistance Program must complete the **entire** application and return it to MSD's Customer Assistance Program, (A/R) Division.
- All current Customer Assistance recipients will be required to reapply and meet new qualifications once the one (1) year period is exhausted. **If found ineligible, the rate reduction will stop with the next month following determination of ineligibility.**
- Falsifying information or failure to notify a change in eligibility status may lead to:
 - Recovery of past reductions
 - Civil and/or criminal actions
 - Termination of sewer service

How will you receive the rate discount and how long will it be effective?

- The rate discount will be applied to your account monthly, before you receive the bill.
- Rate discount for qualified applicants shall begin on the first full month following approval of the application.
- The rate discount will remain in effect for a period of one (1) year from the date of approval. **All applicants must reapply annually.**

How do I maintain eligibility in the Program?

- Eligibility **must** be established annually. A renewal application will automatically be sent 60 days prior to the expiration date to all applicable customers.
- New application must be postmarked no later than 30 days prior to the program expiration date indicated in the notification letter.
- Should any renewal application found to be ineligible; the rate reduction will be removed the month following the date of ineligibility.
- The monthly reduction is non-transferable to another person or place of residence.
- Customer must remain current on all future reduced rate charges.
- Non-payment may result in collection efforts and/or removal from the program.
- If you are a new applicant with a prior past due balance MSD has tools that may be available to help you.

Additional questions?

Please contact MSD by calling Customer Service at **1-866-281-5737**

2018 Poverty Guidelines Effective January 17,2018			
Persons in family	Annual Income	Annual Income @ 200%	Age 62 and older/Disabled Annual Income @ 250%
1	\$12,140	\$24,280	\$30,350
2	\$16,460	\$32,920	\$41,150
3	\$20,780	\$41,560	\$51,950
4	\$25,100	\$50,200	\$62,750
5	\$29,420	\$58,840	\$73,550
6	\$33,740	\$67,480	\$84,350
7	\$38,060	\$76,120	\$95,150
8	\$42,380	\$84,760	\$105,950
For each additional person, add	\$4,320	\$8,640	\$10,800

ⁱ **Most common income items include:** Recent year's signed tax return with W-2 and/or 1099, Social Security, Disability, Supplemental Social Security, Pensions, Interest, Wages, IRA withdrawals, Gambling winnings, Rents, Annuities, Insurance contracts, Unemployment Compensation, Gain from sale of property.

Income not included: Social Security Disability until age 65, Medicare, Veterans Disability Benefits, Disability Pensions paid by employee, Disability Pensions paid by employer as excluded by IRS regulations, Workers Compensation, Welfare, Aid to Dependent Children(ADC), Life Insurance due to death, Railroad Retirement benefits in Adjusted Gross Income

ⁱⁱ **Types of liquid assets or real estate:** Checking account, Saving/Credit Union, Certificates of Deposits(CD), Annuities, stocks/bonds/mutual funds, Money Market Funds, IRA/Keough/Deferred Compensation, all real estate other than your primary house of residence.

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United Way Information & Referral: Dial 2-1-1 or visit www.211helps.org to quickly and easily find non-emergency services in your area, including basic needs, physical and mental health resources, job programs, support for seniors and more. Now accessible via phone, online chat, self-service web directly, and mobile app.