



**NEWSLETTER / NEWS RELEASE  
From the Office of the Mayor**

**FOR IMMEDIATE RELEASE**

**MAY 23, 2021**

**METROPOLITAN ST. LOUIS SEWER DISTRICT (MSD) OFFERS CUSTOMER ASSISTANCE PROGRAMS TO ITS CUSTOMERS**

Mayor Lowery would like to inform you about a couple of customer assistance programs available to Metropolitan St. Louis Sewer District (MSD) customers. MSD offers a customer assistance program (CAP) to qualified low-income, elderly and disabled customers. A 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. If approved, MSD will reduce the customer's wastewater bill by 50%. Applications can be found on MSD's website at [msdprojectclear.org/CAP](https://msdprojectclear.org/CAP) or customers can call our Billing Department at 1-866-281-5737 to request that an application be mailed to them.

In addition to MSD's customer assistance program, there are two federally funded programs for which customers may qualify. The Low-Income Housing Water Assistance Program (LIHWAP) provides a one-time payment for water and/or wastewater bills up to the maximum benefit of \$750 per federal fiscal year. LIHWAP is administered by the Missouri Department of Social Services. Customers can apply online and find more information at [mydss.mo.gov/utility-assistance](https://mydss.mo.gov/utility-assistance) or call 1-855-373-4636 to ask a team member to mail them an application. The criteria for eligibility for LIHWAP are tied to federal poverty levels and the size of the household. The program is scheduled to end in September 2023 although consideration is being given to making it a permanent program.

The second MSD program, the Missouri State Assistance for Housing Relief (SAFHR) Program, is funded by federal stimulus funds and administered by the Missouri Housing Development Commission. SAFHR provides rent and utility assistance for eligible Missouri residents who have been impacted by the COVID-19 pandemic. The program provides up to 12 months of utility assistance to eligible tenants. Individuals are likely eligible if they are a Missouri renter with income at or below 80% of the Area Median Income (AMI). Applications are open now and expected to remain open until at least September 2022. The application and more information on this program can be found at [mohousingresources.com/safhr](https://mohousingresources.com/safhr).