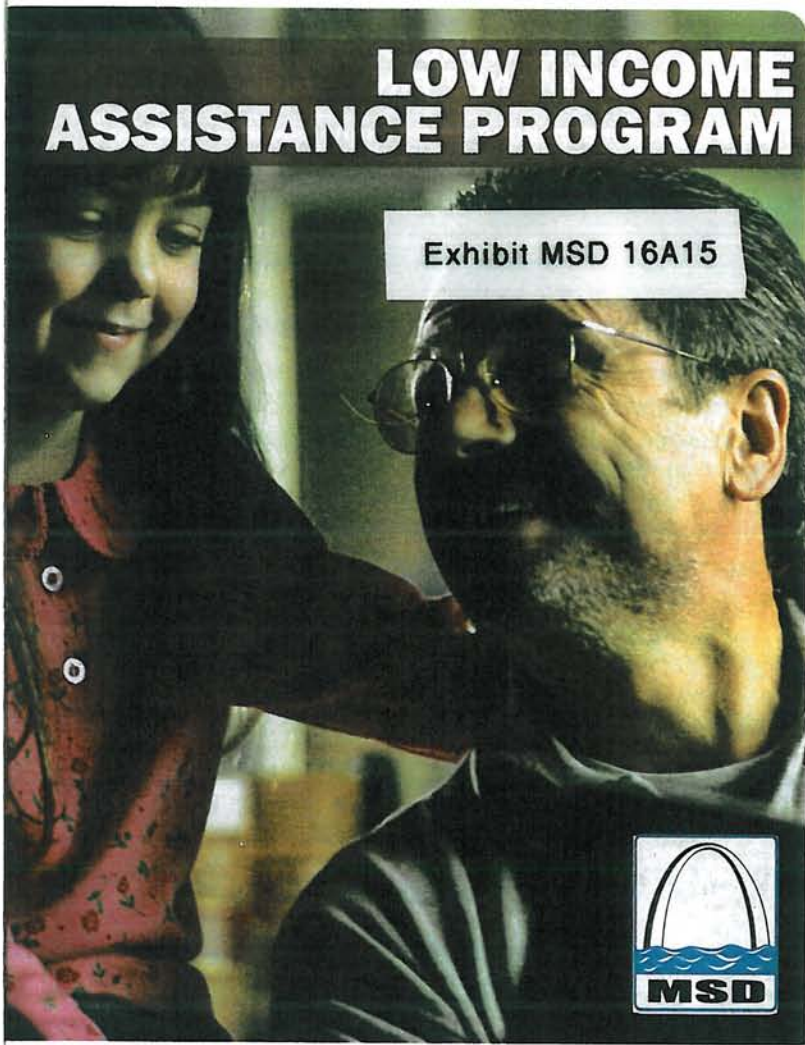


# LOW INCOME ASSISTANCE PROGRAM

Exhibit MSD 16A15



## WHAT IS THE LOW INCOME SEWER ASSISTANCE PROGRAM?

MSD offers an expanded Low Income Sewer Assistance Program to qualified individuals who receive sewer service from MSD. Qualified customers will receive a rate reduction equal to 50% of the current charges for wastewater services.

### WHO IS ELIGIBLE?

- Income eligible customers.
- Total annual income for the previous year is less than 150% of the most recent Health & Human Services (HHS) poverty guidelines or 175% for disabled individuals and seniors at least age 62.
- Liquid assets and real estate are less than \$3,000, excluding house of residence. Homeowners who are at least age 62 or disabled are not subject to the liquid asset guideline.
- Property is a single-family residence or multi-unit property (up to six units).
- Service name on the account must be either the name of the applicant or that of his/her spouse.
- Tenants with property owner's approval and with copy of rental agreement.



## **HOW DO YOU APPLY FOR THE PROGRAM?**

Customers who wish to apply for the rate assistance program must complete an application, submit all required paperwork and return documents to MSD's Accounts Receivable Division. Applications can be obtained by calling 1-866-281-5737 or e-mailing [billingquest@stlmsd.com](mailto:billingquest@stlmsd.com).

Rate reductions for qualified applicants shall begin on the first full month following approval. No rate reduction will be provided for the partial months irrespective of eligibility.

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.

## **WHAT SUPPORTING DOCUMENTS ARE NEEDED?**

- Proof of all income sources for all persons living in your home. If self-employed, a copy of your most recent federal tax return form.
- Proof of the amount(s) of any liquid assets or real estate, excluding house of residence.
- Medical certification (if applying under Disabled guidelines) as completed by a Medical Physician. Certification must include name, address, telephone number and signature of certifying physician.
- Proof of age by copy of valid government issued ID (Drivers License, State or Military ID) if applying under elderly guideline.
- Copy of Rental/Lease agreement stating responsibility for MSD sewer charges.
- Property Owner notarized statement of tenant residence at property.

## **SOURCES OF INFORMATION**

MSD Billing/Low Income Program Inquiries  
1-866-281-5737 (Toll Free) - Mon.-Fri. 8 am-5 pm

MSD Customer Care  
24 hour Emergency - 314-768-6260

For more information about MSD, visit our website:  
<http://www.stlmsd.com>

## **REPORT ILLEGAL DUMPING**

To file a report, visit the Missouri Department of  
Natural Resources Environmental Report form:

<http://www.dnr.mo.gov/concern.htm>

St. Louis County Department of Health  
Waste Management Hotline - 314-615-8958

## **REPORT A SPILL**

National Response Center  
1-800-424-8802

Missouri Department of Natural Resources  
573-634-2436

Metropolitan St. Louis Sewer District  
314-768-6260