

METROCARE WATER ASSISTANCE PROGRAM

If you are having trouble paying your water utility bill, you might be eligible to receive financial assistance toward arrears up to \$500. The MetroCare Water Assistance Program offers a discount to customers who meet certain qualifying criteria. Whether you have delinquent water bills, are at risk of being disconnected or struggle with paying on time, you are encouraged to apply. The program is available for Richmond Public Utilities customers.

Water Assistance Requirements

To be eligible for the MetroCare Water Assistance Program you must meet the following:

- Your Richmond public utilities water account is in your name.
- You occupy residence at the address provided on the utility bill.
- You have not received assistance during the current program year (July – June).
- Your water utility balance has not been charged-off to collections.
- Your total gross household income is at or below 225% of the federal poverty level:

2016 Poverty Guidelines (calculated @ 225%)		
Household Size	Annually	Monthly
1	\$26,730	\$2,228
2	\$36,045	\$3,004
3	\$45,360	\$3,780
4	\$54,675	\$4,556
5	\$63,990	\$5,333
6	\$73,305	\$6,109
7	\$82,643	\$6,887
8	\$92,003	\$7,667
9	\$101,363	\$8,447

How to Apply for Assistance

If you meet the eligibility requirements above, contact your nearest [intake agency](#) to schedule an appointment. Complete a [Water Assistance Program Application](#), take it along with the following **required** documentation to your appointment:

- Valid proof of identification
- Social security card
- Most recent DPU water utility bill
- Verification of income (or unemployment) for all adults in household
- Rental or mortgage agreement with proof of payment
- Documentation to support size of household

Customers receiving assistance are subject to all provisions of applicable City ordinances.

Questions

If you need more information, contact one of our partnering intake Agencies.