

## **Need help paying your MSD bill?**

### **Money is still available for qualified low-income customers—**

*Available in Bullitt, Jefferson and Oldham counties*

LOUISVILLE, KY – Money is still available for qualified MSD customers for a 30 percent discount through MSD’s Emergency Wastewater Rate Assistance Program, EWRAP. The discount is available for qualified MSD customers in Bullitt, Jefferson and Oldham counties.

“We recognize the financial difficulties many are facing,” said MSD Executive Director Tony Parrott. “These rate relief programs are a vital lifeline for many in our community.”

- [Emergency Wastewater Rate Assistance Program \(EWRAP\)](#) offers a 30 percent discount on wastewater charges for ratepayers whose household incomes are at 150 percent of the poverty line or below. Customers in Bullitt, Jefferson, or Oldham counties must apply for this program each year by visiting [LouisvilleMSD.org/EWRAP](https://LouisvilleMSD.org/EWRAP) or calling MSD at 502-540-6000. The EWRAP discount is valid November 1, 2023, through October 31, 2024. Participation is capped at 3,000 households. **MSD has yet to reach this cap.**

Additionally, Jefferson County customers may apply for this program through the Louisville Metro Office of Resilience and Community Services at 502-991-8391 or visit online at [louisvilleky.cascheduler.com](https://louisvilleky.cascheduler.com).

### **Additional MSD Rate Assistance programs**

- MSD [Senior Citizen Discount Program](#) offers customers in Bullitt, Jefferson, or Oldham counties who are age 65 or older and have a gross annual household income of \$35,000 or less may apply for a 30 percent discount on wastewater service charges. **Residents who received assistance in 2023 under MSD’s Senior Citizen Discount Program do NOT need to reapply this year – their enrollment in the program will continue for 2024.**
  
- **Community Ministries**

In the past five years, MSD has contributed \$1,000,000 through the local Community Ministries, and the Louisville Water Foundation's [Drops of Kindness](#) program that help customers who have trouble paying their water and sewer bill. Contact your local Community Ministry to see if you are eligible for assistance.

- **Drops of Kindness** is an MSD and Louisville Water effort to help customers with unpaid water and sewer bills. Whether you are a resident or business owner, [Drops of Kindness](#) offers a customizable approach to managing through difficult times.

To learn more and to apply for any of our rate assistance programs, visit [LouisvilleMSD.org/PayMyBill](https://LouisvilleMSD.org/PayMyBill) or call 502.540.6000.