



700 West Liberty Street | Louisville, KY 40203-1911
Phone: 502.540.6000 | LouisvilleMSD.org

MEDIA RELEASE

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CONTACT:

Sheryl Lauder
Sheryl.Lauder@LouisvilleMSD.org
502.540.6552

MSD board approves financial assistance program

Louisville, KY – At its meeting July 27, the MSD Board approved an Emergency Wastewater Rate Assistance Program (EWRAP) for customers who need help paying sewer bills.

“We recognize the financial difficulties many are facing with the COVID-19 pandemic,” said MSD Executive Director Tony Parrott. “This rate relief program could be a vital lifeline for many in our community” said MSD Board Chair Marita Willis.

Emergency Rate Assistance Program

Under MSD’s EWRAP, households up to 150 percent of the federal poverty line are eligible for a 10 percent wastewater discount.

MSD Customers can apply for the Emergency Rate Assistance Program (EWRAP) online at LouisvilleMSD.org/EWRAP, or they may call 502.540.6000 to receive a paper application.

Other Rate Assistance Programs

MSD also offers a Senior Citizen discount where eligible customers can receive a 30 percent discount on their wastewater charges and the Consent Decree Surcharge. Visit LouisvilleMSD.org/customer-relations/pay-my-bill for more information. Or call 502.540.6000 to speak to a Customer Service Representative.

Additionally, MSD participates in the Louisville Water Foundation’s [Drops of Kindness](#) program that helps customers who have trouble paying their water and sewer bills. Drops of Kindness is funded by donations from MSD, Louisville Water Company, Home Serve USA and individual contributions from anyone who wants to help.



About MSD

The Louisville/Jefferson County Metropolitan Sewer District (MSD) works to achieve and maintain clean, environmentally safe waterways for a healthy and vibrant community. The organization’s more than 680 employees provide wastewater management, drainage and flood protection services across the 376 square miles of Louisville Metro. In addition to operating and maintaining Louisville Metro’s sewer system, floodwall system, water quality treatment centers and flood pumping stations, MSD invests in hundreds of infrastructure improvement projects each year, plants more than 1,000 trees and other vegetation annually to enhance water filtration and reduce runoff, and provides numerous outreach programs to inform and educate the community about protecting our waterways.