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## MEDIA RELEASE

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## MSD invites low-income customers to apply for 30 percent savings on wastewater bills

LOUISVILLE, KY – Need help paying your wastewater bill? MSD offers a 30 percent discount through its Emergency Wastewater Rate Assistance Program, EWRAP, and Senior Citizen Discount Program. These discounts are 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](http://LouisvilleMSD.org/EWRAP) or calling MSD at 502-540-6000. The EWRAP discount is valid November 1, 2024, through October 31, 2025. Participation is capped at 3,000 households.

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](http://louisvilleky.cascheduler.com).

- 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. Customers eligible for the Senior Citizen Discount must recertify every three years or as determined by MSD.

### Additional MSD Rate Assistance programs

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.

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#### **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 nearly 700 employees provide wastewater management, drainage and flood protection services across the 376 square miles of Louisville Metro, and wastewater service in portions of Bullitt and Oldham counties. 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.