



DC Water and Sewer Authority's (WASA) Customer Assistance Program (CAP)

CAP provides eligible District of Columbia WASA customers an exemption for the first four hundred cubic feet (4 CCF) of water used each month. This exemption equals about 3,000 gallons of water, representing about 48% of a typical residential household's monthly use. CAP is available to property owners and tenants who meet the financial eligibility requirements and whose primary residence is separately metered by WASA.

The District Department of the Environment's Energy Office certifies CAP eligibility based on family size and income. Participants must certify that they are aware of water conservation measures to participate in the program. The maximum exemption per year is about \$84 and customers must re-certify every October to receive the maximum benefit.

Federal Income Eligibility Guidelines for the Utility Discount Programs

Fiscal Year 2009

Household Size	Maximum Annual Income
1	\$15,600
2	\$21,000
3	\$26,400
4	\$31,800
5	\$37,200
6	\$42,600
7	\$48,000
8	\$53,400

How do you apply?

For more information, call the Mayor's Citywide Call Center at 311. Please visit DDOE's website: ddoe.dc.gov

DDOE Energy Office
2000 14th Street, NW
Suite 300 east
Washington, DC 20009

(202) 673-6725 Fax
Web: ddoe.dc.gov

Utility Discounts

Pepco, Washington Gas, Verizon and WASA



Utility Discount Programs (UDP)

The UDP offers special discounts on four utility services for District of Columbia consumers that meet certain income eligibility criteria. Qualified DC residents can receive discounted rates on electric, gas, telephone and water bills. These special discounted rates are known as Residential Aid Discount (Pepco), Residential Essential Service (Washington Gas), Economy II Telephone Service (Verizon) and Customer Assistance Program (WASA).

Eligibility Guidelines

To qualify for any of the discounts, utility bills must be in the applicant's name. The applicant must also meet the income guidelines established by the U.S. Department of Health and Human Services.

Residential Aid Discount (RAD)

The RAD program offers eligible Pepco residential customers who do not have electric space heating, a 63% discount on the first 400 kilowatt-hours during summer months (June-October) and a 32% discount on the first 400 kilowatt-hours during winter months (Nov-May). Under current rates, savings are about \$12 per month in the summer and \$6 per month in the winter, or approximately \$102 per year.

For eligible residential customers who have electric space heating, the discounts amount to about \$20 per month savings or approximately \$240 per year.

Economy II Telephone Service (ECON-II)

The ECON II program offers discounted local Verizon telephone service to qualified DC residents age 64 years and under for \$3.00 per month. ECON II customers will be provided with unlimited calling in the Washington metro area. Seniors, age 65 years and older, will receive a monthly discounted rate of \$1.00 with unlimited calling in the Washington metropolitan area. With the ECON II program, Verizon offers a free blocking option for long distance calls. If a customer chooses this blocking option voluntarily, no security deposit will be required.

Other Verizon services such as call waiting, return call and three-way calling are available at the normal rates. You must be a Verizon customer to participate in the Economy II telephone service.

A change in class or grade of service charge applies to all except senior citizens.

LINK-UP AMERICA is for those who are eligible for social service assistance. They may qualify for a 50% reduction in service connection charges associated with installing a single phone line in their home. Link-Up applies only to service connection charges.



Residential Essential Service (RES)

The RES program offers qualified Washington Gas customers a discounted rate during months of higher usage. Thus the amount of assistance is higher during the coldest winter months and lower from spring to fall. The customer will be charged the regular rate for the other months. The maximum RES credit is \$189. Customers who qualify for service will be classified according to annual household income by the District Department of the Environment.

Once certified, a client is eligible to participate in the RES program for one year and must re-apply each year for certification to participate in the program.



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