

Frequently Asked Questions (FAQs) for MSD's Customer Assistance Program (CAP)

What are the requirements to qualify for the 25% discount?

To be eligible for the MSD CAP, you must:

- ❖ Be 65 years of age or older
- ❖ Have an Ohio Adjusted Gross Income (OAGI) of no more than \$32,800 for 2019. This income limit applies to the combined income of the applicant and their spouse.
- ❖ Own and live in the residence for which you are paying the MSD sewer bill

How do I get an application?

There are multiple ways to request an application:

- ❖ **Telephone:** Call the MSD CAP program at (513) 244-5101 (M-F, 8 a.m. – 5 p.m.)
- ❖ **Email:** Email your request to MSDCAP@Cincinnati-oh.gov
- ❖ **MSD CAP Website:** Download an application from www.msdbg/CAP.org

What documents do I need to provide with my application?

You will need to submit Proof of Age and Proof of Income with your application¹. Examples of acceptable documents are listed below for each category. Please submit copies, not originals.

Proof of Age (please send a copy of one of these):

- ✓ Ohio's Driver's License or
- ✓ Ohio Identification Card or
- ✓ Your Birth Certificate

Proof of Income (please send copies of all that apply):

- ✓ Ohio Income Tax Return (most recent)
- ✓ Social Security Benefit Verification letter
- ✓ Other (ex. W-2, 1099, pension award letter, etc.)

¹MSD will research and verify the other two eligibility requirements for home ownership and active sewer customer.

Where do I send the application?

There are multiple ways to submit an application:

- ❖ **Mail:** Please mail the application and supporting documents to:

Metropolitan Sewer District of Greater Cincinnati
Attn: MSD CAP Manager
1600 Gest St.
Cincinnati, Ohio 45204

- ❖ **Email:** Email the application and documents to: MSDCAP@cincinnati-oh.gov

Can I apply before I'm 65 years old?

Yes, you can submit an application anytime in the year in which you turn 65; however, the discount won't apply until the next full billing cycle following your birthday.

Do renters get the discount?

No, renters are not eligible for the discount at this time.

How do I change my address if I move?

If you move, you must resubmit your application for the discount. The discount *will not* follow you to your new home.

How do I get my Social Security Benefit Verification Letter?

To request a copy, call the Social Security Administration at **1-800-772-1213** (toll-free), visit your local Social Security office, or get it online at <https://www.ssa.gov/myaccount/proof-of-benefits.html>. If you are deaf or hard of hearing, call toll-free TTY number, **1-800-325-0778**, between 7 a.m. and 7 p.m. Monday through Friday.

Do I need to provide original documents?

No. MSD only needs copies of the documents you are providing.

If I am approved to receive the discount, can it be retroactive to past bills?

No. The discount will only apply to future sewer bills.

Does my bill have to be listed in my name?

The water/sewer bill must be in the same name as the applicant.

Will I receive notification of approval or denial in the program?

Yes. All applicants will receive a letter in the mail stating approval or denial.

If approved for the program, when will I see the discount on my bill?

The 25% discount will begin on the first full billing cycle following approval.

Is there a renewal process? If so, how often and how do I renew my application?

MSD requires annual renewal for participation in this program and will notify each CAP customer when it is time to renew. You will receive a letter in the mail with instructions on how to verify that you still meet the requirements of the program. If at any time during the year your eligibility changes, you are required to inform the MSD CAP Manager of your change in status.

If my application is denied, is there an appeal process?

Yes. The appeals process is through the City of Cincinnati's Office of Administrative Hearings. The contact information for the office is as follows:

Office of Administrative Hearings

[805 Central Ave.](#), Suite 110
Cincinnati, OH 45202
(513) 352-4899 (phone)
(513) 352-4898 (fax)

Email: oah@cincinnati-oh.gov

Who do I contact with any questions?

Please contact Ann Newsom, the MSD CAP Manager, at:

❖ **Email:** MSDCAP@cincinnati-oh.gov

❖ **Phone:** 513-244-5101