

Get Support with Your Bill

Programs to Help You Stay Current

At DC Water, we're committed to helping customers manage their bills and stay connected to essential water services. If you're looking for support, several programs are available to assist you.



PAYMENT PLAN INCENTIVE PROGRAM

Residential customers enrolled in a payment plan may qualify for a **50% credit on eligible payments** made toward past-due balances. This is a great opportunity to reduce what you owe while staying on track. Visit dcwater.com/paymenthelp to learn more.



CUSTOMER ASSISTANCE PROGRAMS (CAP)

Enrollment is now open for our CAP programs, which offer monthly discounts and bill support for income-eligible households. If you or someone you know could benefit, now is the perfect time to apply. Visit dcwater.com/cares to learn more.



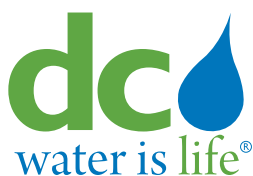
SPLASH EMERGENCY ASSISTANCE

For customers facing short-term financial hardship, **SPLASH** offers one-time emergency assistance of up to **\$350** to help cover past-due water bills. Eligibility is based on household income, as defined in the 2025 federal guidelines.

To apply, customers should visit dcwater.com/cap or contact the Greater Washington Urban League (GWUL) at **202-265-8200** during business hours.

Every situation is different—these programs are here when you need them most.

WE'RE HERE TO HELP YOU STAY CONNECTED!



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Scan the QR code to explore your options
or visit dcwater.com/cares

