



METROCARE WATER ASSISTANCE PROGRAM

If you are having trouble paying your water utility bill, you might be eligible to receive financial assistance toward arrears up to \$500. The MetroCare Water Assistance Program offers a discount to customers who meet certain qualifying criteria. Whether you have delinquent water bills, are at risk of being disconnected or struggle with paying on time, you are encouraged to apply. The program is available for Richmond Public Utilities customers.

Water Assistance Requirements

To be eligible for the MetroCare Water Assistance Program, you must meet the following:

- Your City of Richmond public utilities water account is in your name.
- You occupy the residence at the address provided on the utility bill.
- You have not received assistance during the current program year (July – June).
- Your water utility balance has not been charged off to collections.
- Your total gross household income is at or below 225% of the federal poverty level:

2025 Federal Poverty Guidelines		
Calculated at 225%		
Household Size	Annual	Monthly
1	\$35,212	\$2,934
2	\$47,587	\$3,965
3	\$59,962	\$4,996
4	\$72,337	\$6,028
5	\$84,712	\$7,059
6	\$97,087	\$8,090
7	\$109,462	\$9,121
8	\$121,837	\$10,153

*Households with more than 8 people add \$12,375 annually per person

How to Apply for Assistance

If you meet the eligibility requirements above, contact the intake agency to schedule an appointment. Complete a Water Assistance Program Application, take it along with the following required documentation to your appointment:

- Valid proof of identification
- Social security card
- Most recent DPU water utility bill
- Verification of income (or unemployment) for all adults in the household
- Rental or mortgage agreement with proof of payment
- Documentation to support the size of the household

Customers receiving assistance are subject to all provisions of applicable City ordinances.