Customer Assistance Program (CAP)

MAYOR BRETT P. SMILEY
CITY OF PROVIDENCE

Every Providence resident should feel safe knowing that a big storm will not flood their street or damage their home. That is why the City is planning now to repair and upgrade its aging pipes and drains so they can handle today's storms and last for years to come.

As part of its new sewer and stormwater utility, the City of Providence is looking to create a Customer Assistance Program (CAP) for its most vulnerable residents. The City has set a goal of simplicity of administration to reduce the burden on customers and minimize administrative costs while providing meaningful assistance to customers in need.

Eligibility

The City is looking to align its CAP with eligibility for state low-income programs already administered by the State of Rhode Island. The City is considering alignment with the following programs:

- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Nutrition Assistance Program (SNAP) -- depending on senior and/or disabled status
- Rhode Island Works (RIW)
- Child Care Assistance Program (CCAP)
- Medicaid – depending on applicant category such as disability, pregnancy, or age



How It Will Work

To be enrolled in the City's CAP, the residential customer would need to be the owner of the property (not renter) and provide proof that they are receiving any of the state benefits above at the time of application.

In order to continue to receive the CAP benefits long-term, customers may be asked to provide proof of continued participation in these programs every 12 months.

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Discount

The City will provide a discount of 30% off the combined sewer and stormwater bill to CAP participants.

Potential Additional Benefits

The City may also consider additional benefits to qualifying customers, such as payment agreements and one-time bill adjustment for sewer bills due to high usage/leaks.

Questions

Do you think the City should provide a 30% discount?

- ☐ Yes
- ☐ No
- ☐ Other

Anything else you would like the City to consider?

Comments:_____

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