

# State of Maryland Water System Assistance Program – Updated Program Requirements

Water systems that participate in the program must sign an agreement with the State of Maryland that requires the following:

1. Allocate bill credits to customer accounts on their next statement, but no later than ninety (90) days after receiving payment from the State of Maryland.
2. Waive the entirety of customer late fees and interest for any arrearages accrued during the program's period of performance: January 27, 2020 – September 30, 2022.
3. Notify customers in writing of the amount credited and automatically enroll customers with remaining debt into an interest-free payment plan within 90 days of receiving payment from the State of Maryland. Water systems must include the following language in their notification to customers:
  - a. Dear Customer,
    - i. The credit on your current bill of [amount] is supported by American Rescue Plan Act funds provided by the State of Maryland. Late fees or interest incurred between January 27, 2020 – September 30, 2022 have also been waived from your account. Customers with remaining debt have also been automatically enrolled in an interest-free payment plan. Please notify [Insert Water System] if you prefer to opt out of the payment plan.
4. Should the water system's outstanding debt request exceed the amount of award, recipients must prioritize the elimination of arrearages as follows:
  - a. Eliminate all arrearages for households who have qualified for an assistance program with the water system in the last four (4) years.
  - b. Provide full credits to as many customers as possible rather than partial credits to all customers.
5. Water Systems who receive funding must report detailed information on the provision of bill credits within ninety (90) days of award of those credits, including but not limited to:
  - a. Total amount of credits provided by customer account. Please note, for accounts providing services to households residing in Multidwelling Units (e.g., Housing Complex or Apartment Building), Water Systems must identify the total amount of credits provided to each individual household within the Multidwelling Unit.
  - b. Total amount of late fees and interest waived by customer account. Please note, for accounts providing services to households residing in Multidwelling Units (e.g., Housing Complex or Apartment Building), Water Systems must identify the total amount of late fees and interest waived on each individual household within the Multidwelling Unit.
  - c. Signed certification form proving that funds were allocated based on the prioritization included in the program's requirements (see #4).

- d. Proof that customers were notified in writing of provision of credits and, if applicable, automatically enrolled in an interest-free payment plan.
  - e. Provide other details on credits as needed or requested by the State of Maryland.
6. Please note, the State of Maryland will provide a template for recipient reporting to all recipients upon award date.
  7. The State of Maryland reserves that right to add, remove, or modify requirements as a condition of participating in the Program and may request additional supporting documentation as needed.

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